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NOVEMBER 1994

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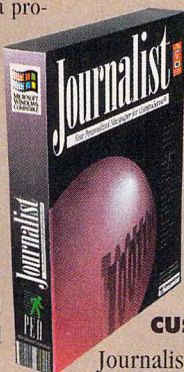
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WS

14-AUG-94

WASHINGTON NEWS

Mitchell, Dole Argue On Health

WASHINGTON — The key players in the Senate health care debate continue to criticize the opposing party, while the administration insists its plan is the best compromise it can offer.

World

Rwandans Afraid Home

KIGALI, Rwanda — Hundreds of people who fled Rwanda for fear of violence are now returning home, but many are still afraid to go back.

Regional Weather

SHOWERS 56 58 59 54 57

Weather Report for 12-Aug-94

The Nation's Weather

Much of the country was fog-bound Friday morning. Showers threatened Florida and the Great Lakes states, but sunny skies and highs in the 80s and 90s were expected elsewhere later in the day.

Scattered showers were expected from the Dakotas through the Great Lakes states. Drier air from Canada made clear skies and 70-degree temperatures likely in New England.

Thunderstorms from the Atlantic pushed into southern Florida this morning, and were expected to bring heavy rain to much of the state later today.

Clear skies were expected elsewhere, with highs in the 70s along the Pacific Coast and high in the 100s in the Southwest.

Other reports at 6 a.m. EDT: atmospheric conditions favorable for many cities.

Forecast: New York 63 cloudy; Atlanta 74; Houston 67; Dallas 63 cloudy; Caribou 48; Charleston, S.C. 71; Chattanooga 71 foggy; Cincinnati 70 foggy; and 68 foggy; Detroit 65 foggy; Jacksonville 75; Key West 78 thunderstorm; Knoxville 72 foggy; Miami 75 rain; New York 71 foggy; Philadelphia 70 foggy; Pittsburgh 64 foggy; Portland, Me. 55; Richmond 73 partly cloudy; Tampa 74 fair; Washington, D.C. 73 foggy; Atlanta 72 foggy; Bismarck 62 foggy.

Sports Update

12-Aug-94 14:53

Baseball

Braves Maul Rockies 13-0

DENVER — Greg Maddux earned his 16th win, pitching a three-hit shutout, and the Atlanta Braves routed the Colorado Rockies 13-0 on Thursday night.

College Sports

NCAA Multis Freshman Changes

OVERLAND PARK, Kan. — The NCAA Council voted Wednesday to submit two proposals to change freshman eligibility requirements to the full Division I membership in January.

The council voted unanimously after three days of meetings in Overland, Kan. to send along a proposal that requires athletes to submit two proposals to change freshman eligibility requirements to the full Division I membership in January.

The council also voted unanimously to change the rules for the transfer of athletes from one school to another.

National Soccer

Japanese Soccer Team Wins

U.S. Soccer announced that the Japanese national soccer team has won the 1994 World Cup.

MARKET SNAPSHOT

VFINDX (Daily)

44.5 44.0 43.5 43.0 42.5 42.0 41.5

7/12 7/21 8/1 8/10

BORL (Daily)

16 14 12 10 8

7/12 7/21 8/1 8/10

My Quotes

Symbol	High	Low	Vol.	Open
IBM	117.50	117.00	18,875	117.00
MSFT	69.75	69.50	2,543	69.50
GE	42.25	42.00	14,154	42.00
DIS	42.25	42.00	14,154	42.00
INTL	42.25	42.00	14,154	42.00
WAL	42.25	42.00	14,154	42.00
AMZN	42.25	42.00	14,154	42.00
GOOG	42.25	42.00	14,154	42.00
ORCL	42.25	42.00	14,154	42.00
CRM	42.25	42.00	14,154	42.00
INTL	42.25	42.00	14,154	42.00
WAL	42.25	42.00	14,154	42.00
AMZN	42.25	42.00	14,154	42.00
GOOG	42.25	42.00	14,154	42.00
ORCL	42.25	42.00	14,154	42.00
CRM	42.25	42.00	14,154	42.00

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Had your fill of TV's shock video and fluff stories? Are *yesterday's* headlines too late? Can't find detailed coverage of your alma mater's football team or some other important topic? Increasingly, people are turning to a new digital media to satiate their appetite for the news *they* want and need, found online: raw news-wire feeds, clipping folders, interactive publications, electronic newsletters, Internet mailing lists, and more. We look at how CompuServers do it and the implications of instant, customized world awareness. Plus: CNN online; using ENS's folders; journalists and newsmakers head for the modems.

Computing Services

22 A New Face for Fonts

Claude Garamond, John Baskerville, and Giambattista Bodoni, who created well-known typefaces in use today, would probably have loved owning a PC. Thousands of computer fonts are proliferating, thanks to varied software that not only helps manage their disk-space-hogging propensities, but also lets one design a font from scratch or "morph" two fonts into an incredible, and maybe even legible, third. Includes: Non-English font characters; where to find fonts online.

26 Ten Years of PC Progress: Mice and Windows were rodents and glass when IBMNET started. A decade has changed its forums' names, but not what happens there.

Personal Enterprise

32 Fax From the Desktop

Welcome to the biggest no-brainer in office technology. Fax software lets business types stay at their machines and route documents to their destinations with a couple of mouse clicks. Picking from among the mushrooming selection of titles, however, isn't as easy. Also: Online support forums; reading references.

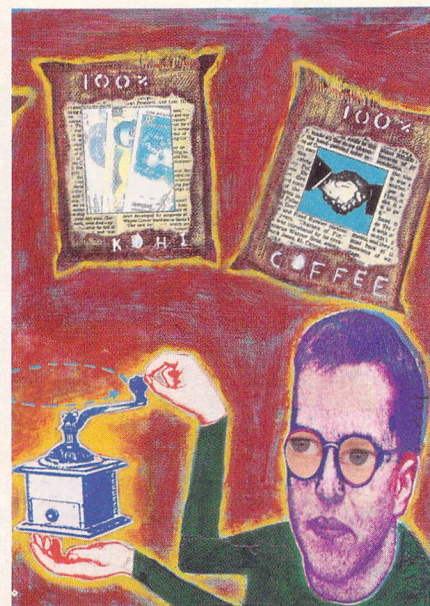
37 Travelers' Reality Checks: Frequent-flying CompuServers offer their tips on navigating air travel, hotel rooms, and the delicate conventions of other cultures.

Random Access

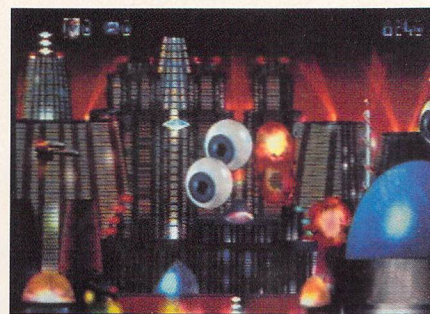
41 Battle of the Game Boxes

Or should we call it Battle of the Bits? Nintendo, Sega, Atari, and various companies building on the 3DO standard want your holiday cash spent on their newest stand-alone game machines, which are moving on up to crunching 32 and 64 bits from 16, and from cartridges to CD-ROMs. In the offering are faster-moving, higher-resolution games, and a dilemma for consumers: figuring out which of the current and coming crop is best or worth waiting for. Plus: Video-game forums online.

46 A Place for Gifted Children: The world can be boring and even harsh for kids who advance past their classmates intellectually. Online, the gifted find acceptance and growth, and their parents commingle.



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Selecting a souped-up game system—p. 41

Too Hot to Print

► Catch computer-industry news as it happens, read today's news, commentary, and product reviews. You'll find it only in Online Today, a daily updated newspaper.

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Today's News	OLT-90
Behind the Screens	OLT-130
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Dear Reader

Is anyone sitting at the breakfast table reading the newspaper with a cup of coffee these days? Probably. But the coffee may well be cappuccino and the newspaper a customized publication produced with PED Software's Journalist and made up of news-wire stories collected from CompuServe ENS folders. Or maybe the coffee is Jolt cola and the newspaper a laptop displaying international news in French from AP France en Ligne or the latest Hollywood scuttlebutt from the ShowBiz Forum.

How daily news is disseminated and absorbed is changing. It's no longer the traditional fare of morning newspapers prioritizing the day's events with lead stories top-of-the-fold and television-news anchors deciding which events are worth examining. Instead, digital news allows us to decide what issues we deem important and offers assorted news feeds, such as major world wire services, online news conferences, Internet news groups, electronic newsletters, and online interactions with magazine and newspaper editors.

Does this mean the traditional sources are passé? Interviewing CompuServe members on how they get their daily news, we learned that for some they are, for reasons you'll discover in this month's feature. Most members, however, balance their news intake between traditional and digital offerings, letting one complement the other. That may mean participating in the Florida Today Forum's real-time conferences during space-shuttle launches, then reading about them in *The Washington Post*. Or, similarly, learning about U.S. legislative activities on National Public Radio and reading the full text of congressional bills in a U.S. News Forum library.

While many fear new technology will obviate former resources, it more often than not simply offers freedom, diversity, and power. We now have the choice to get our news in whatever format and time frame that suit our needs. *CompuServe Magazine* recently heard from a CompuServe member who records his ENS clipping folders onto tapes via sound-generation software that he then listens to in his car on the way to work. A former train commuter, he missed getting his news from reading the morning newspaper during his train ride. (You'll read more about this member in next month's Member Essay feature.)

In the meantime, watch What's New for updates on new publications joining the CompuServe Information Service. As we go to press, negotiations are under way with *Sports Illustrated*, *Fortune*, and *People* magazines.

* * *

By now it's well known that CompuServe is committed to expanding Internet access to its Information Service members. File-transfer-protocol and telnet capabilities are part of that expansion, as is providing access to World-Wide Web and Gopher servers. CompuServe is also committed to making selected Information Service products available in WWW format to Internet users and plans to expand on the existing prototype WWW page ([HTTP://WWW.COMPU SERVE.COM](http://WWW.COMPU SERVE.COM)).

As CompuServe broadens its access, we plan to introduce more magazine coverage of the 'Net and assist readers as they surf its causeways. So that we may better shape our coverage, we'd like to hear about your Internet interests, questions, and concerns. Send letters to CIS:EDIT and let us know what they are.

Kassie Rose
Editor

UNIX

Talk about timing! I recently met with a UNIX salesman whose business is to create systems around the UNIX operating system. Since I had no previous knowledge of UNIX, I read "UNIX's Evolving Platform" (September, p. 20) with great interest. Now I will be able to better understand UNIX when I talk with the UNIX rep in the future. Thank you for an article that is not oriented only toward DOS, OS/2, or Windows.

Steven Wilkey
Herzogenaurach, Germany
100025,2760

I just read the article on UNIX. UNIX is a trademark of X/Open, not Novell. Also worth noting is that UNIX will be 25 years old as of January 1, 1995.

Mike MacFaden
Group Leader,
UNIX Software Development
Fremont, California
72711,2060

Cover Story

CompuServe Magazine's August feature article ("Home Work," p. 10) couldn't have been more timely. My wife and I spent several hours the previous weekend talking about how we might modify our house, measuring and making preliminary sketches of what it might look like. As a lifetime handyman, I found invaluable the article's suggestions on where to get more information on renovating and building additions to an existing home.

Dr. John Morrissey
North York, Ontario
73143,2133

There was no mention in "Home Work" of the health hazards of lead poisoning. Exterior paint used on homes built before the late 1970s and interior paint used prior to the 1970s contained lead. If released into the environment by sanding, lead is a threat to the health of everyone in the house, but it most seriously affects children. Every article about home repair should contain a warning and suggestions about avoiding this health menace.

Hank Randall
West Warwick, Rhode Island
70317,3131

I noticed an oversight while reading "Sample Q&A From the Family Handyman Forum" (August, p. 17). The last question essentially asks, "Why do I keep burning out the 500-watt halogen bulb in my exterior light fixture?" Three possible causes were

given, but I think the author missed the real answer. Halogen lamps work on the "halogen cycle," are designed to work at unusually high temperatures, and are made of special materials. The high-temperature, crystal envelope (bulb) and halogen gas inside allow the tungsten to redeposit back on the filament as it evaporates. If the voltage is too low, there won't be enough heat to prevent the tungsten from condensing on the inside of the bulb, and the bulb will blacken and soon fail. My advice is to remove the dimmer from the circuit and install a regular switch. This will prevent the under-voltage condition that is probably causing the problem.

Mark Nye
Mississauga, Ontario
70762,3471

The article "Material Issue: Ensuring a Healthy Home" (p. 16) advised readers to "avoid plywood and particle board, which contain adhesives that can 'off-gas,' or emit harmful chemicals."

Off-gassing is usually associated with adhesives that contain formaldehyde. However, a distinction should be made. Urea formaldehyde is found in certain panel products normally used for interior applications, such as hardwood plywood and some types of particle board. Phenol formaldehyde is used to manufacture structural wood panels such as softwood plywood and oriented strand board. These products are used as sheathing and exterior siding, and in other structural applications.

Formaldehyde-related problems have been associated with certain urea-formaldehyde adhesives but not with phenol-formaldehyde adhesives. In fact, the amount of formaldehyde emissions from structural wood panels (0.1 parts per million parts of air in fresh panels and virtually immeasurable after aging) is considerably lower than the level (3 ppm) normally found in human blood. For a copy of "Structural Wood Panels and Formaldehyde—A Few Facts," write APA—The American Engineered Wood Association, P.O. Box 11700, Tacoma, Washington 98411.

Jack Merry
Manager,
APA Industry Communications
Tacoma, Washington

I wanted to mention two new sections in the Family Handyman Forum that have appeared since the August feature article was written. I am the assistant sysop of Section 14, "Personal Safety," its corresponding Library 14, "Safety & Security,"

and Section 16, "Home Automation." Library 14 contains files that discuss subjects such as the supposed hazard of magnetic fields and lead hazards in the home. The library also includes the crime-prevention files CRPR1 through CRPR8.

Allan B. Colombo
Canton, Ohio
71552,1031

Macros

Concerning the article "Macro Economics" (July, p. 20): Making macros is terrific; it makes me feel like the owner of a time factory that makes minutes. I save time whenever I can press one key where I once had to press 10. But the article missed a nifty source of macros: programmable keyboards. My Gateway keyboard has a Program Macro feature that permanently records keystrokes. It's effortless to set up and works across software. Because it's so easy to program, I use it to avoid having to rekey even the shortest phrases. My CompuServe signature, for example, is a keyboard macro.

Mark Feirer
Southbury, Connecticut
71175,2402

"Mini-Apps for Popular Programs: Macro Uploads" (July, p. 24) was a great piece. However, the macros listed for Word for Windows were for earlier versions. It would have been helpful to mention which version was supported. WfW 6 couldn't open Make Character Set, and Calendar Maker was for WfW 1. WfW 6 cautioned that WfW 1 macros would not work on WfW 6. By the way, the file TYPOS.DOT worked fine and is a worthwhile addition to WfW 6. It should be noted that mentioning AutoCorrect was a clear message that TYPOS is directed to WfW 6.

James A. Bloomfield
Bellevue, Washington
71150,245

Global Services

I read "International Info-Trade" (July, p. 39) with interest, but the overview of forums and services missed my favorite, the Global Crises Forum (GO CRISIS). Although the European Forum (GO EUR-FORUM) features an "Eastern Europe" section and a related section library, most messages are concentrated on Poland and the Ukraine. The Global Crises Forum offers ~~high~~ sections and related library files, such as "The Baltics" and "Russia&xUSSR."

Raymond Paskauskas
Westchester, California
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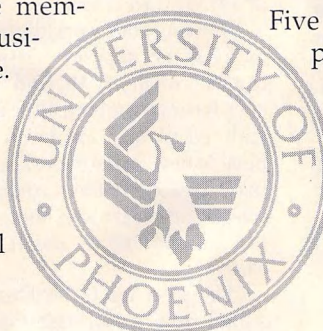
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MONITOR

A Religious Experience

Besides blazing a trail into the future, the information superhighway can also lead people into explorations of their heritage and fundamental beliefs. In the Religion Forum (GO RELIGION), online communication is allowing members of Section 3, "Judaism," to hold a weekly interactive conference on the Torah.

Torah (a Hebrew word meaning "instruction") refers to the body of Jewish teaching incorporated in the Old Testament, as well as in later rabbinical commentaries. Section leader Alan Ganapol says the online conference allows interested members from diverse backgrounds and theological viewpoints to meet in a single, convenient location.

According to Ganapol, CompuServe's conference environment cuts down on external distractions and encourages serious study. "Participants can better concentrate on the issues, since writing a thought takes more time than speaking it," he says. "A conference also requires accurate use of words to express your view."

Member Phil Goldwasser notes that the conference makes Torah study accessible to anyone with a computer and a modem. "There are so many people in cyberspace who do not have the resources or the knowledge to begin study on their own," he says. "This way, they are able to learn with others at the same level, as well as with some at a higher level."

The conference meets on Thursday evenings at 10:15 P.M. EST.

Monitor

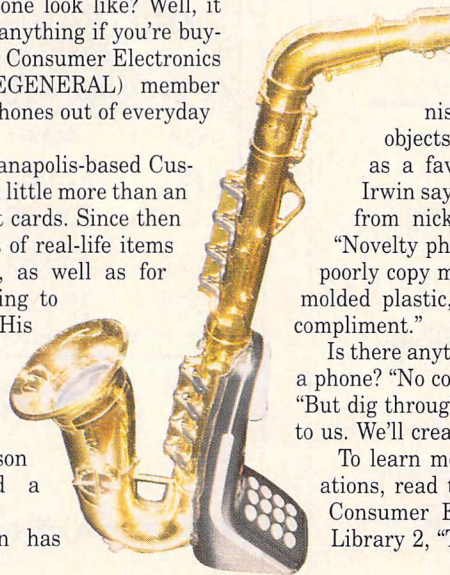
Contributors: Cathryn Conroy, John Edwards, Tracy Mygrant, Lindsay Van Gelder

Keep Drumming, I Gotta Take Hillary's Call

What should a telephone look like? Well, it can look like almost anything if you're buying your blower from Consumer Electronics General Forum (GO CEGENERAL) member Mike Irwin, who creates phones out of everyday objects.

Irwin founded his Indianapolis-based Custom Phones Inc. in 1988 on little more than an idea and a couple of credit cards. Since then he has crafted phones out of real-life items for the rich and famous, as well as for people who want something to talk about and talk into. His customers have included President Clinton, who ordered a phone made out of a saxophone, and race-car driver Emerson Fittipaldi, who received a phone in a racing helmet.

Over the years Irwin has



fashioned phones out of tires, guitars, fireman's helmets, rice bowls, and tennis shoes. He'll also transform objects sent in by customers, such as a favorite teddy bear or trophy. Irwin says his chief competition comes from nickel-and-dime phone makers. "Novelty phone manufacturers routinely poorly copy my designs in tacky injection-molded plastic," he notes. "I consider it a compliment."

Is there anything Irwin hasn't turned into a phone? "No computer phones yet," he says. "But dig through your basement and send it to us. We'll create the first just for you."

To learn more about Irwin's phone creations, read the file ARTTEL.TXT in the Consumer Electronics General Forum's Library 2, "Telephone Products."

What's Wrong With This Picture? They'll Tell You

If you've ever taken a picture and wondered what the experts would say about it, you can upload it to the Photography Forum (GO PHOTOFORUM) and find out. Chris Dutton, coordinator of the forum's Open Crit program, selects photos for critiquing and matches them with experts who then review the photos and post their comments in the forum's Section 12, "Image Talk/Exhibits." Other members can add their own reactions.

"Having your work dissected by peer or superior criticism can be rough on the old ego," says forum member Bill Harris. "But as in any art form, you have to develop a thick skin and take any comments constructively. You learn by doing, by looking, by improvement and change."

The idea for Open Crit resulted from a conversation between forum member Carl Weese and wizop Mike Wilmer. Weese "stole" the idea from well-known photographer and teacher David Vestal, who holds open crits in photography insti-

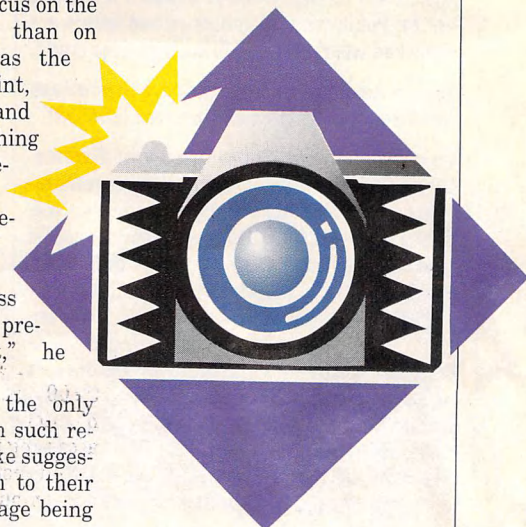
tutions and gives the same close attention and analysis to a photo that would be given in a formal art-school or photography class. Once Vestal has offered his evaluation, the floor is open to comments from others present at the session.

Weese suggested the same concept would work well online. And because online images are not perfect representations of the originals, Weese believes critics are forced to focus on the picture itself rather than on presentation (such as the medium, size of print, and how it's matted and framed). "I've nothing against a beautiful presentation, but I've seen enough loving presentations of dreary pictures that I'm interested in a process that strips away the presentational element," he says.

Uploaders aren't the only ones who benefit from such reviews. Lurkers can take suggestions and apply them to their own work. "If the image being

critiqued is the kind of photography you are doing or want to do, the comments are directly applicable," says Dutton.

For more information about submitting photos for Open Crit, download the file CRIT.TXT from Library 1, "Forum Information." For message threads from past critiques, search across the forum's libraries with the file name *.CRT.



Seen a Saucer? The Dos and Don'ts of UFOs

It finally happened—you actually spotted a UFO. A genuine close encounter. But now what do you do? The members who meet in the Encounters Forum (GO ENCOUNTERS) say you should keep a cool head and take plenty of notes.

"Write down as much information as possible immediately after the sighting," recommends member Robert Anello, who

adds that the material should be forwarded to an organization that specializes in documenting UFO sightings. "It's a waste of time to call U.S. government agencies or the military, because they've been denying this stuff and hiding what they know for 40 years."

"If one comes close, get away," warns member Michael Lee Finney. "It is not well known, but there are an alarming number of injury cases, of burns and mysterious illnesses, caused by close proximity to a UFO. UFOs are best enjoyed from a safe distance until more is known and

understood."

But member George White says you shouldn't feel bad if it turns out that your UFO was really a low-flying airplane or the Goodyear blimp. "Even UFO-ologists will tell you that more than 90 percent of UFO sightings have an easy-to-explain reason," he notes. "The other 10 percent can usually be explained with more investigation."

An extensive list of UFO sources and references is available in the Encounters Forum's Library 1, "Member Uploads," in the file UFOBIB.TXT.



Blemished Bloodlines

Genealogy, long a favorite activity of some CompuSavers, has never been the most exact of sciences. Tracing family histories with little more than tombstones and yellowed courthouse records leaves plenty of room for red herrings. According to a thread in the Genealogy Forum (GO ROOTS), one anguished member recently came across the mother of all dead ends: he, and no doubt others, had been duped by the work of a mischievous genealogist years earlier.

Research for a family line he was documenting (which kept turning up connections he thought were too good to be true) eventually led back to a genealogist named Gustave Anjou. Anjou traced the histories of more than 100 families before his death in 1942, including genealogies of the Carter, Du Pont, Lincoln, Thompson, and Wilson clans. Many, it turns out, were fraudulent, consisting not of glaring lies but of little forgeries and fibs that inaccurately linked great-great-grandparents with historical figures.

Such well-crafted fibs are now hard to eradicate, having made their way into respectable genealogical sourcebooks and databanks used by many tracers of family lines—including the unfortunate fellow who started the forum thread. Those who want to make sure that Anjou hasn't poisoned the branches of their family tree can get some help in the forum.

New Netherlands Forum, Access

Dutch CompuServe members worldwide and anyone interested in the Netherlands can now meet in the new Netherlands Forum (GO NLFORUM). Conducted in Dutch, the forum's message sections include "NL Over de Grens" (The Dutch Abroad), "Mag Ik Even?" (Just My Opinion), "Travel," "Business," "Sport," "CompuServe," and sections covering computers and shareware.

CompuServe members in Denmark can now access the CompuServe network from Copenhagen free of communications surcharges during evening hours (7 P.M. to 8 A.M. local time) and all day weekends, and for \$7.70 per hour during the day (8 A.M. to 7 P.M. local time), at modem speeds from 1,200 to 9,600 bps. The daytime surcharge is in addition to normal connect-time charges. GO LOGON or contact Customer Service in Bristol, United Kingdom, Monday through Friday 9 A.M. to 9 P.M. and Saturdays 10 A.M. to 5 P.M. at (+44) (272) 760680 for log-on instructions.

Toronto, Ontario, is the first Canadian city to offer 14,400 bps access to the CompuServe network via the regular Toronto access number. Connect-time charges for accessing at 14,400 bps are the same as for accessing at 9,600 bps.

In addition, new CompuServe nodes are available in London, Ontario; Quebec City, Quebec; Regina and Saskatoon, Saskatchewan; and Halifax, Nova Scotia, at speeds from 300 to 9,600 bps. The CompuServe network in Canada is free of communications surcharges and is the most cost-effective method of accessing the Information Service. For a list of access numbers and log-on instructions, GO LOGON. These nodes join the more than 30 CompuServe network locations outside the United States.

Flying Feds Land Online

By now most of us know how to unbuckle a seat belt and inflate a yellow life jacket in the unlikely event of a water landing. But what about those questions *not* answered during the robotlike demonstrations before every commercial airline flight, such as how many carry-on bags each passenger is permitted to bring on board? Or, can any child-restraint seat be used? Is smoking allowed on long flights, such as to Hawaii?

Answers to these and other commonly asked air-travel questions are provided in Section 13, "Airlines," of the Travel Forum (GO TRAVSIG). The section is monitored by the Federal Aviation Administration, the U.S. government agency responsible for regulating airline safety.

One answer man is Rick Cremer, an FAA aviation safety inspector who has long been a fixture in the Aviation Forum's (GO AVSIG) Section 15, "FAA Topics," where he fills in pilots and air-traffic controllers on the latest skybound regulations. Lately, though, Cremer has found a new home in the Travel Forum, responding to queries on the rules that apply to people sitting *behind* the pilots. Cremer knows what he's talking about—he's also a DC-9 captain and flight instructor, airframe mechanic, aircraft dispatcher, FAA controller, and field inspector.

"I'm here to guide passengers through the government bureaucracy and answer their safety questions," says Cremer, who admits the FAA's presence on CompuServe allows for a speedier-than-expected response from a huge federal agency.

So how many bags can you take on board? According to Cremer, each airline determines that number, which could range from one to three depending on the size of the cabin. Only child-restraint seats labeled as approved for airlines are permitted, and smoking is prohibited on all scheduled flights in the United States, although it is not prohibited on chartered flights.

Behind the Screens

with John Edwards



HAL-lowed Celluloid

I love movies. But most of all, I love computer movies.

I'm not talking about multimedia flicks, friends. I'm talking about feature films that happen to star computers.

2001: A Space Odyssey, for example, was an all-time classic computer-goes-nuts movie (i.e., a film in which a computer recklessly destroys lives, property, and, sometimes, the reputations of noted actors and directors). In the same vein is WarGames, the 1983 film that inspired a generation of hackers to infiltrate Defense Department computers in a concerted effort to ignite World War III (or at least an isolated nuclear barbecue).

The more obscure but fabulously entertaining *Colossus: The Forbin Project* is another fine computer-goes-nuts movie. In this 1970 film, the government decides that people aren't trustworthy enough to handle a nuclear crisis, so it builds this supercomputer—Colossus—to handle the nation's defenses. The result is catastrophic (naturally). Colossus runs amok, links up with its Soviet counterpart in a sort of digital détente, and eventually enslaves society. There are flashing lights, pounding fists, and *Star Trek*-like philosophizing. But you'll mainly want to watch for the excellent performance by William Schallert, who happened to play Patty Duke's father on TV.

Not to be confused with computer-goes-nuts movies are computers-are-a-menace films. These epics hearken back to the paranoid 1950s, when everybody thought computers would put millions of people out of work or into computer support jobs. (Isn't it funny how predictions are sometimes deadly accurate?) A good example of this genre is *Desk Set*, a light-hearted Spencer Tracy-Katharine Hepburn romp that's overshadowed by the dark presence of a mainframe called

Emmarac. Tracy plays a classic IBM-type computer consultant; Hepburn is the reference librarian whose job is threatened by Emmy. The computer doesn't get as much attention as the relationship between Tracy and Hepburn, but any 1957 movie that presents its opening credits on a printer deserves to be watched.

Thoughtful moviegoers should also keep an eye peeled for cheat-the-system-with-a-computer films. A classic example is the 1971 TV Movie of the Week *Paper Man*. Certainly ahead of its time, this film follows the exploits of several college students who use a computer to obtain fraudulent credit cards. Yes, the plot stinks and the acting is even worse, but I can tell you this will be the first movie I will order through "video on demand."

Computer comedies can also be a hoot. One of my favorites is *The Computer Wore Tennis Shoes*, a 1970 Disney epic that starred Kurt Russell, Joe Flynn, Cesar Romero—and William Schallert. In this gut buster, an electrical accident turns a below-average college student into a genius by transferring a computer's memory into his brain. Improbable? Yes. Stupid? Of course. But it has

Disney Magic written all over it, and that's enough for me.

What's your favorite computer movie? Drop me a C-Mail and we can share a box of popcorn covered with mouth-watering disk-drive lube.

For more BTS gems by John Edwards, GO OLT-130. Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

AIDS: Taking a New Tack

People with AIDS face the most desperate of medical circumstances: because researchers seem powerless to cure the disease, many pin their hopes on experimental treatments and unorthodox approaches. After an online conference featured several scientists who believe the causal connection between HIV and AIDS needs to be reassessed, the Holistic Health Forum (GO HOLISTIC) dedicated a section to new and unusual theories on the disease. Since then, Section 22, "Rethinking AIDS," has become a meeting place for doctors, researchers, and people with AIDS and their families to discuss such controversial topics as whether the drug AZT does more harm than good.

"This is one of our most-read sections, even though the number of visible participants is rather small," says sysop Jeff Gordon. "All of us feel that the issue is so important, and the stakes are so high, that great care is being taken not to enter the fray unless there's something new to be offered." For background, a transcript of the conference that launched the section—file P-DUES.CO or P-DUES.ZIP—is in Library 1, "Forum Transcripts."

Among the files in Library 22, "Articles/Newsletters," are uploaded copies of the newsletter *Rethinking AIDS* and HIVSYM.ZIP, a report on a recent symposium on AIDS and HIV sponsored by the Pacific Division of the American Association for the Advancement of Science.

MONITOR

Receding Head Line, or How to Mangle a Mug Shot

A caricature takes a person's most prominent physical features and exaggerates them to the point of ridicule. As a result, drawing caricatures can be loads of good, clean fun—unless you happen to be the target of the illustration or get caught doodling a picture of the boss.

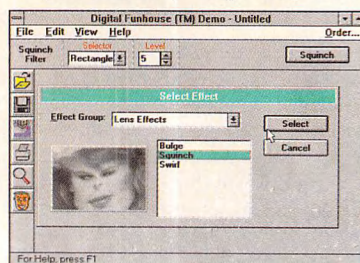
Thanks to new software from Symsoft Corp., you don't have to be an artist to create high-quality caricatures. Symsoft Digital Funhouse allows any Windows PC user with a sense of humor and a black heart to poke fun at the appearance of friends, relatives, co-workers, pets—no one is sacred.

The program, priced at \$79.95, lets users manipulate and retouch faces imported from scanners and other digitized sources. It creates hilarious effects (at least for the creator) by warping such facial features as a victim's eyes, nose, and

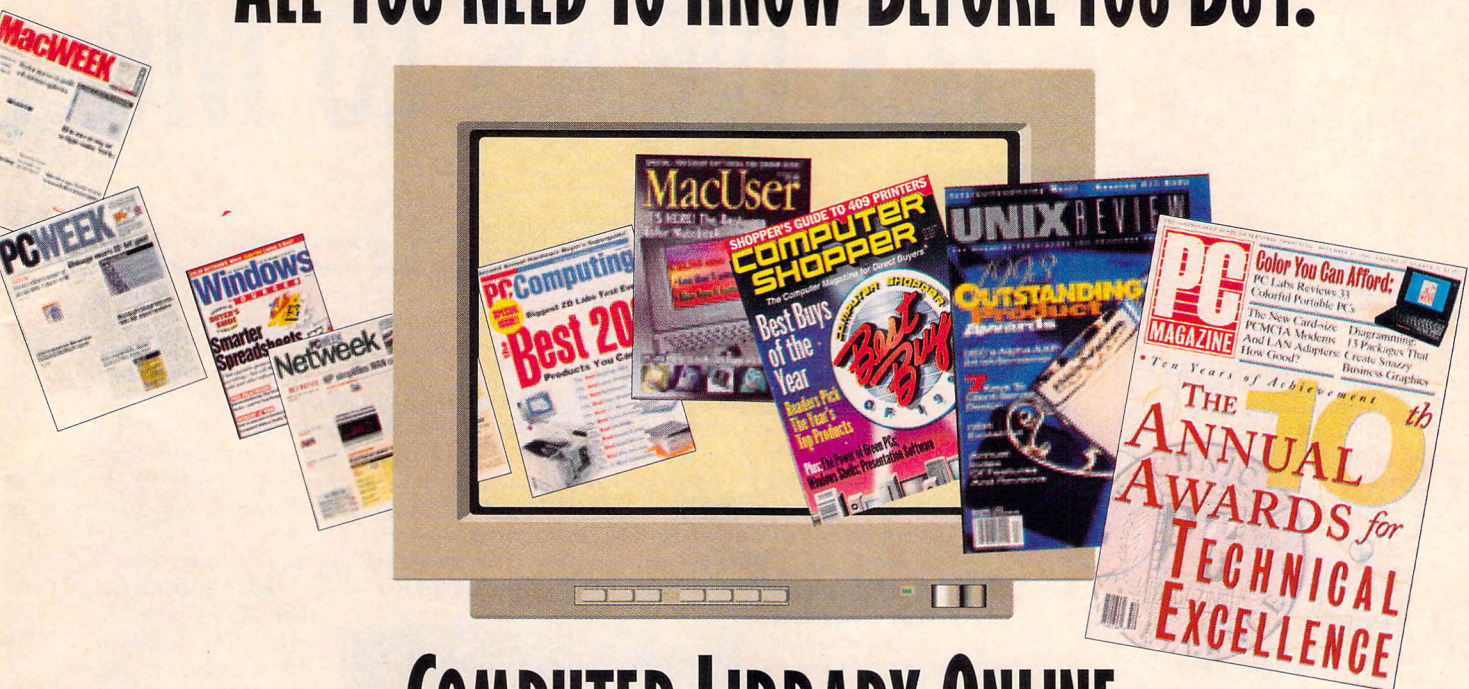
mouth. Digital Funhouse users can select from a list of 26 special-effects (i.e., mockery) tools, including bulges, squinches, stretches, swirls, and melts. A pencil-drawing feature allows illustrations to mimic the look of a hand-drawn caricature, so targets don't have to know that you relied on a computer for your cruel work.

"Symsoft Digital Funhouse makes anyone an instant comedian, with his or her medium pictures instead of words," says Michael Cuthbertson, president of Incline Village, Nevada-based Symsoft. "Early users say they're especially amazed at the photographic-quality faxing and printouts, including color printing."

To sample Digital Funhouse, visit the Windows Fun Forum's (GO WINFUN) Library 9, "Bitmaps/Graphics," and download the demo file DIGFUN.ZIP. Your friends will be glad you did.



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**First-time users:
Get a \$5 credit!
Just try Computer
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GO OLI for more information.

It's News to Me

FEATURE

Where to GO

AIDS News Clips
GO AIDSNEWS

Associated Press Online
GO APO

CompuServe Mail
GO MAIL

Der Spiegel Forum
GO SPIEGEL

Executive News Service
GO ENS

Florida Today Forum
GO FLATODAY

Health & Fitness Forum
GO GOODHEALTH

Music/Arts Forum
GO MUSICARTS

Online Today
GO OLT

PC Week Online
GO ZNT:NEWS

PED Software
GO WINAPE

Toshiba Forum
GO TOSHIBA

U.S. News & World Report
GO USNEWS

Usenet Newsgroups
GO USENET

Windows Shareware Forum
GO WINSHARE

ZiffNet Magazines
GO ZNT:MAGAZINES

ZiffNet NewsBytes
GO NEWSBYTES

Life at Larry Finkelstein's house in Mt. Laurel, New Jersey, is a little different from his neighbors'. When most people in the Philadelphia suburb are flipping on their television sets or picking the *Inquirer* off the front step for a look at what's transpired in the world, Finkelstein perches in his loft crammed with PCs or lounges with his laptop. The author of the OS/2 online navigation program Golden CommPass, Finkelstein typically logs onto CompuServe to look over news wires such as ZiffNet NewsBytes or Online Today, download industry headlines from trade magazine *PC Week*, and check specially programmed folders that accumulate stories he'll want to read—such as the latest developments from Microsoft or IBM. "I'm a software publisher, so that's important news to me," he says.

He and his wife, Donna, don't take the daily paper or subscribe to magazines, and they rarely count on the TV for news, save compelling live coverage of extraordinary events, such as the World Trade Center bombing or the O. J. Simpson freeway chase. "Turn on the local news and it's the same old fires and murders, terrible things that happen day in and day out," Larry says with a sigh. His reliance on online news is so pervasive that it's reflected in his work: the newest version of Golden CommPass will automate article retrieval from many online news services.

The concept of news, and its daily delivery, is changing. Members of the online community are finding they are no longer dependent on traditional sources of news—newspapers, network television, and news-magazines—to learn what's happening around them. CompuServers have discovered that *they*, and not newsprint editors or TV news directors, can decide what stories are important based on their own interests, and can cater to those interests by accessing a new digital media: raw feeds from major

world wire services, automatic article-clipping folders, Internet mailing lists, and paperless electronic newsletters. Online news consumers can even interact with the digital media as broadcast and print outlets bring their stories, staffers, and the occasional name-in-the-news into the realm of the modem. Or, CompuServe members need not rely on professional sources at all, engaging instead each other and the very experts journalists seek within hundreds of subject-specific forums.

Whatever the means, this "new" news is instantaneous, global, and interactive—

Unsatisfied by sound bites, stale headlines, and omitted info, CompuServers turn to an emerging digital media for the news they want.

what *Time* magazine termed a paradigm shift of radical proportions. More simply put, anyone with some hardware and a phone line can dictate what news he'll gather and play reporter or publisher to the cyber-public's millions. While the digital media help cover every conceivable (and inconceivable) subject, they have also opened a fresh can of worms: isolationist customizing of one's world awareness. Users who specifically tailor their news intake can insulate themselves from issues that none-

theless affect their lives. But no one has ever forced the public to absorb any story, printed or broadcast, and cyber-news may even bring the cynics back into the fold. Though we're far from hearing the squawk of modems drown out the influence of Dan Rather, one can sense a tentative look over his shoulder.

What's Happening?

Many CompuServe members have their own reasons for riding the digital-news wave. Steven Zahm, who works in his San Francisco home as part of the "virtual" corporation Prophet Market Research, doesn't own a television. Instead, he reads two national newspapers and online business and

Christopher J. Galvin is associate editor of CompuServe Magazine. His CompuServe User ID number is 70003,5571.

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news-wire articles to create what he calls a "macro and micro news filter." Without TV, he happily misses "fluff stories" such as traffic reports and tallies of metropolitan crime. "I get news of the macro—international crises, national policy changes, social trends," he says, "and the micro—what's the coffee of the week in the shop down the street, or which new movie is in my neighborhood."

According to Bill Brody, a professor of journalism at the University of Memphis (the first college offering a journalism graduate degree based solely on online course work), news consumers are seeking the digital alternative in response to time pressures, a proliferation of media types, and an explosion of information. All that leaves the news-thirsty consumer trying to drink from the proverbial fire hose. "People are becoming more and more narrowly focused in their pursuit of information they need for their jobs and their families, yet they still have trouble keeping up," he says. "Remember the old proverb 'Keep your eye on the ball, your shoulder to the wheel, and your nose to the grindstone'? Just try to accomplish anything in that position."

The mass media are doing a progressively poorer job of providing information, Brody

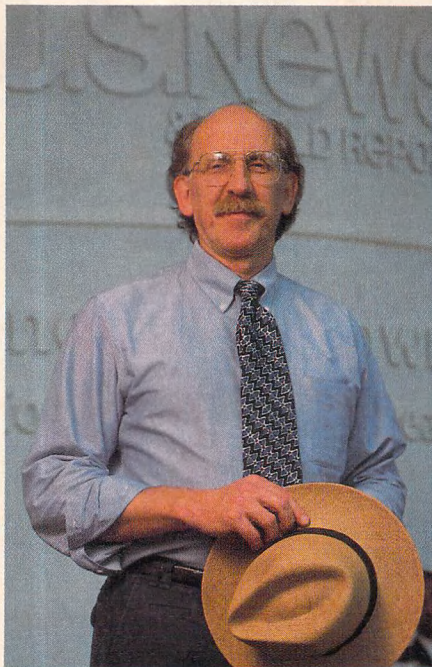
ENS Adds Dow Jones

Dow Jones News Service recently joined CompuServe's Executive News Service and its lineup of leading international wires and newspapers that provide a 24-hour-a-day news feed.

This comprehensive business and financial news wire covers events worldwide through approximately 1,000 daily stories, including selected articles from *The Wall Street Journal*.

Newshounds can browse each day's listing of articles by headlines or leads, as well as search by ticker symbol, to quickly locate relevant news on specific companies of interest.

In addition to Dow Jones News Service, the Executive News Service (GO ENS) includes articles from the Associated Press, United Press International, Reuters, *The Washington Post*, PA News, AP France en Ligne, Deutsche Presse-Agentur, Australian Associated Press, and U.S. Company NewsAlert.



JOHN DEAN

Talks journalism with cyber-public: Sussman

believes, and the growing online contingent, driven to get news they need with a greater degree of reliability and economy, has recognized that. "Take a look at your daily newspaper. With the exception of *The New York Times*, *The Wall Street Journal*, and one or two others, they're more and more emulating the entertainment media. And television is no better," he says, noting the decline of substance in its news and quasi-news programs (think *Hard Copy*). "Too many journalists are preoccupied with the package rather than the content."

The coinciding of today's flat newspaper circulation and declining TV-news viewership with the rise of digital news suggests that the public has finally figured out the basic role of the journalist—simply to translate what officials say. So says Toronto, Ontario-based Tom Koch, an assistant sysop in the Health & Fitness Forum and a long-time reporter and writer of books, including *The News as Myth* and *Journalism for the 21st Century*. As public confidence in authority figures and their statements has waned since the 1960s, says Koch, so has the influence of the traditional press. "If people don't trust the politicians and the experts, why should they trust us, if all we do is parrot their words?" he asks.

Print Meets Its Public

"Interactive" publications utilize online forums as an adjunct to their print news publications and have become a means by which the cyber-public can access editors and reporters who create their favorite reads. Open for discussion are not only recent articles but the implications of such news and how the stories came to be reported in the first place. For these subscribers and forum members, the idea of composing a postal letter to the editor that may or may not be

read, let alone printed, is anachronous: they know they can post their opinion where it will be noted by editors and even expanded upon by fellow readers.

Naturally, the first publications to come online were those accustomed to early adoption of technology: personal-computing and industry trade magazines, such as *Data Based Advisor*, *Dr. Dobb's Journal*, *PC World*, and Ziff Corp.'s array of titles, including *PC Magazine*, *PC/Computing*, and *MacWeek*.

MacWeek, a controlled-circulation weekly (only industry personnel receive the print version), reports on developments related to Apple's Macintosh computers. Its online ZiffNet forum, says chief sysop and contributing editor Rick Ford, lets Mac enthusiasts who don't have access to the print edition read its top stories and product reviews in files uploaded on Friday, well before the Monday publication date. The forum allows for in-depth information to supplement the magazine's printed articles. "A recent example is our database of current Power Mac-native software," says Ford. "We constantly update the master database in the forum and reference it in the printed edition. We save space in the magazine by publishing only the latest additions to the database." The forum also archives complete benchmark data for the Power Macs and the entire text of *MacWeek*'s interview of Microsoft CEO Bill Gates, both of which were edited for space in the printed version.

FEATURE

Newsmagazines such as *U.S. News & World Report* and Germany's *Der Spiegel* are newer entrants into the world of interactive publishing. According to Vic Sussman, a *U.S. News* senior editor and cyberspace reporter, the online version of the magazine (with articles and viewable images from the latest issue), and its complementary forum, is a natural extension. "It's not a replacement for the magazine, just a different form to put it in," he says.

Like *MacWeek*'s, the *U.S. News* forum is a storehouse for supplementary files and archives of sought-after issues (such as the entirety of the Clinton health-care-reform plan and U.S. federal budget, and text of special reports ranking colleges, mutual funds, and hospitals). "We put the text of the Brady Bill in a library after it passed into law," says Sussman. "We're not going to print the whole bill in the magazine."

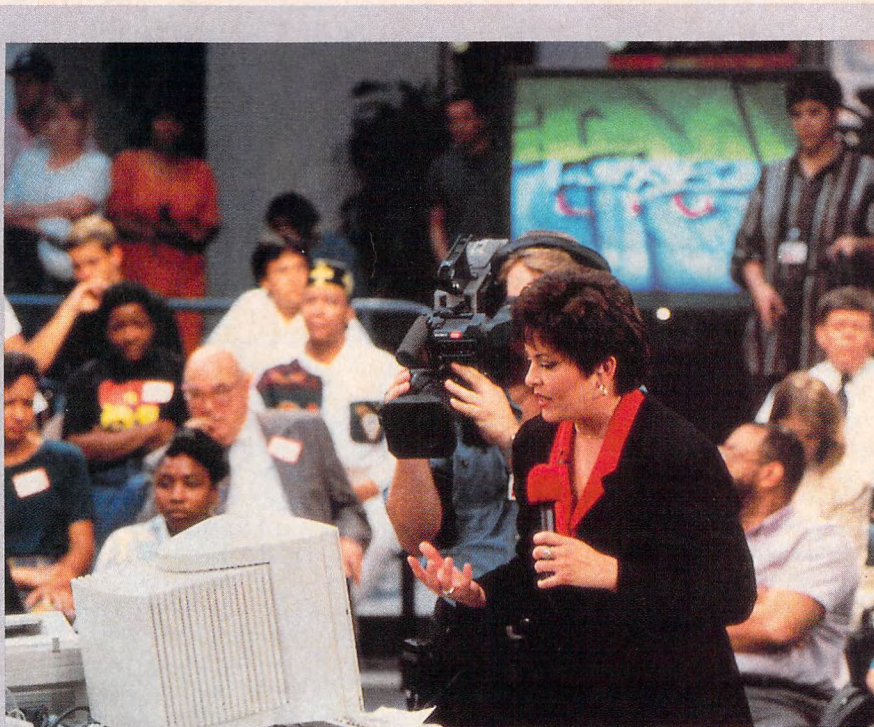
It also encourages conversations between editors and readers. "You feel that not only

are you getting additional information but that, at times, you've given a writer a slightly different slant to a story," says Charles Montero, a forum member who has spent time debating the U.S. court system and media bias with the magazine's staff. The two-way exchange ends up being an educational experience for both. Editors discover new ideas and story angles: the forum's "Amendment II" section spawned so much heated dialogue about gun control that "we discovered there were things about it that the mainstream media were not paying attention to," says Sussman, who adds that an article in the magazine resulted.

Conversely, Sussman notes, the forum lets him and other staffers clarify their role to CompuServe members, many of whom enter believing that editors choose issues for coverage based on personal or corporate agendas. "We have taught a lot of people that American journalism is a lot messier than that," he says. Many want to know why a story *wasn't* covered. "The answer is probably that it wasn't national news, or there wasn't space for it, or we couldn't get a reporter there. It isn't because editors sit around in some star chamber. They're not that nefarious."

The U.S. News Forum has also given members an opportunity to interact directly with names in the news. Conference guests have included U.S. Vice President Al Gore, U.S. Secretary of Labor Robert Reich, and Judith Feder, one of the principal authors of the original Clinton health plan. During last July's 25th anniversary of the first moon landing, members messaged questions to *Apollo 12* astronaut Pete Conrad, the third man to walk on the moon. Member Richard Stringer, familiar with the aborted *Apollo 13* mission in which an oxygen tank ruptured mid-flight, asked Conrad whether the astronauts had readied for such a scenario and if they felt cold after shutting down most of the power systems to save themselves. Conrad replied yes to both questions and referred him to an upcoming motion picture, *Lost Moon*, that reenacts the crisis. "I found the dialogue between Conrad and others even more interesting and insightful," says Stringer.

Being online lets interactive newspaper *Florida Today*, the Gannett title that was the precursor to *USA Today*, reach far beyond its actual circulation area, Florida's Space Coast near Titusville. Behind-the-scenes coverage of shuttle missions and other U.S. space-program activities is both the forum's and the newspaper's franchise, says sysop Marc



Reads CompuServe members' comments on issues of the day during live "town meeting": Rook

CNN, INC.

Talking Back to the News: CNN Online

Who said television is a passive medium?

Cable News Network has partnered with CompuServe to create two forums that allow members to access program listings, interact with CNN anchors in live conferences and message boards, and ask questions during a daily news talk show.

TalkBack Live, which airs in North America Monday through Friday at 1 P.M. EST, is hosted by anchor Susan Rook, who fields questions from viewers via phone, fax, and messages posted to the *TalkBack Live* Forum (GO TALKBACK). Questions can be left in the forum before or during the show. The hourlong program spends roughly 45 minutes updating and discussing worldwide issues and events, and then invites a prominent guest to respond to questions raised. Studio-audience members also participate in the show, held in a new theater-in-the-round set in CNN Center in Atlanta, Georgia.

"We're trying to make the discussion accessible to as many people as we can,"

says Chet Burgess, a CNN executive producer who proposed the partnership. "The idea is a talk program that focuses on ordinary citizens, as opposed to celebrities. The typical talk show has one or two guests, and it's clear that those people are the focus of the show. The focus of *TalkBack Live* is on the members of the audience. What do ordinary citizens think? What is their experience with an issue?"

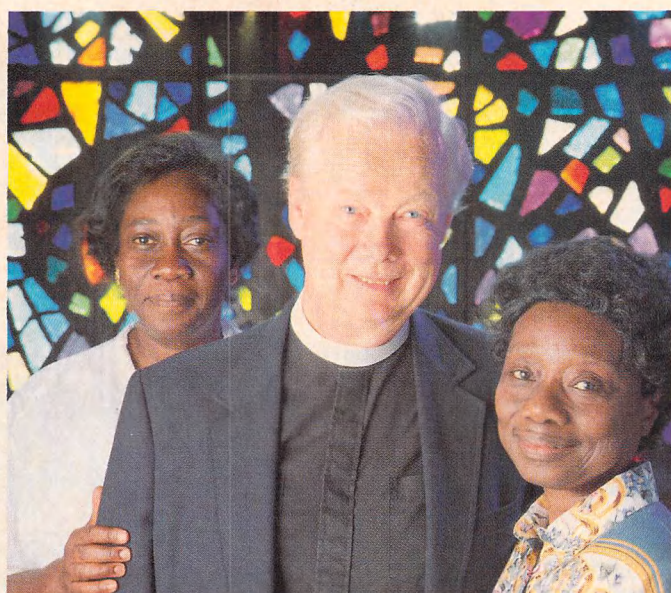
After the show concludes for the day, Rook and guest remain online to continue the discussion with forum members. Topics for upcoming shows are usually announced in the forum a day in advance.

In the separate CNN Forum (GO CNNFORUM), a rotating lineup of anchors participates in message sections and hosts conferences that follow up CNN programs such as *Larry King Live* and *Crossfire*. The CNN Forum includes listings of the network's news programming, including topics, guests, and coverage of special events.

—Cathryn Conroy



Australian followed '92 U.S. presidential election online: Buon



News from Liberia a "godsend": Kate Bryant, Winter, Mary Bryant

DeCotis. "We have a two-person staff which is devoted exclusively to space coverage, and a photographer who has shot every shuttle launch but the one that occurred on the day he got married." In-depth articles (one listed the actual costs involved in rolling the shuttle *Endeavor* on its tracked transporter to the launch site: \$46,587.50) and pictures from the newspaper are posted to the forum's "Space" message section and library.

The forum's real-time conferences during shuttle launches are "great," says member Danny Skarka. The Kennedy Space Center is in the newspaper's "backyard," and DeCotis and *Today* reporter Todd Halvorson provide detailed commentary on the mission's astronauts and itinerary, weather at the Center and emergency landing sites, NASA personnel controlling the launch, VIPs in attendance, and more, all the while taking questions from conference attendees. Skarka, a television technical director who "grew up on Apollo," says the online analysis far exceeds the limited airtime CNN gives the event. "It takes the shuttle only eight minutes to reach orbit, and they begin coverage at T-30 seconds and dump out at about T+3 minutes. No launch is a success until orbit is achieved." Skarka also appreciates the ability to trade messages with astronaut Jay Apt, one of many notable members of the aerospace community who visit the forum, before he takes a shuttle into orbit.

Crossing the Wires

CompuServe's array of international news wires allows members timely access to breaking stories that, for space or time considerations, don't make the cut for TV, newspaper, or magazine coverage. Such is the case for Australian Tony Buon, who relies on CompuServe for tidings from other parts of the world. The Sydney-based, self-professed information junkie wanted to follow the November 1992 U.S. presidential election but couldn't find many accounts in news sources Down Under. "The U.S. elections have an

impact on world policy that can't be underestimated," says Buon. "Also, I was fascinated to learn why so few Americans vote—we have compulsory voting in Australia."

Local press coverage, when provided, seemed to have a slant, Buon adds. "Ross Perot was portrayed as a big joke. From CompuServe I got the idea that many people took him seriously, that he had hit a nerve among the U.S. population." Associated Press Online's hourly summaries kept him apprised as the voting drew near ("I knew about Perot's reentry before our local radio station," he boasts), and its business-news reports reflected the impact of the campaign on multinational corporations present in his homeland. Buon even had the opportunity to send a last-minute plea to U.S. members of the temporary Election Forum: "Get out and vote—the world is watching!"

Sixteen-year-old Cort Lannin logs on to catch a glimpse of America for very different reasons. He lived his first 12 years in the U.S. but now resides with his family outside The Hague, Netherlands, where a view of the States is hard to find. "English news is a rarity here in Europe," says Lannin. "When in need, one can always turn to CNN International or the *International Herald Tribune*. However, both lack a certain degree of 'Americana,' and concentrate on world affairs." Lannin was upset to learn of actor River Phoenix's death three weeks after the fact, and has trouble finding information on President Clinton's activities on the domestic front, so he's taken to browsing Associated Press Online's national, political, and entertainment sections. "It's indispensable for finding the latest news. Through it, I feel just a little closer to home."

For some members, sports news is as important as any breaking political or pop-culture story. Fans who are far from their home team or fascinated with sports outside the mainstream rely on wire services for highlights and scores they might not find otherwise. Troy Martin, a San Antonio,

Texas, native stationed at a Marine Corps unit in Virginia, can't get blow-by-blow accounts of his hometown's various teams, so he scans wire services in the Executive News Service to "download stories on the Spurs, Oilers, Astros, and Aggies. It's the only way to get the details I'm used to reading," Martin says.

Finding News for You

Newshounds playing cyber-editor make use of resources that, in effect, do their news shopping for them. CompuServe's Executive News Service, for example, offers clipping folders that save articles from most of the world's major wire services. Guided by a user's selected keywords, the service constantly scans wires from the Associated Press, Australian Associated Press, PA News, AP France en Ligne, United Press International, Germany's Deutsche Presse-Agentur, Reuters, Dow Jones, PR Newswire, and *The Washington Post*. Internet mailing lists, compendiums of targeted news and messages periodically delivered to CompuServe Mail boxes, also help members follow specific subjects. And CompuServe's outbound access to the Internet now permits reading of its thousands of "newsgroups," forumlike centers of messaging that cover specialized subjects.

Robert Winter, pastor of Berea, Ohio's St. Thomas Episcopal Church, has used ENS clipping folders since learning two members of his congregation are refugees from a bloody conflict in the West African republic Liberia. The underreported civil war is a stalemate of terror, coups, and counter-coups, says Winter, lasting longer than the Bosnian hostilities and being nearly as devastating as Rwanda's strife. When asked about conditions in their homeland, the highly educated and formerly prominent pair responded sketchily, revealing the lack of print and television coverage available in Berea. "I began to reflect on how painful it must be to be 5,000 miles from home, knowing that momentous things were happening

Clipped and Saved: Using ENS Folders

If you want news on a specific subject—the worldwide semiconductor market, business growth in Australia, or the fate of a favorite sports team—the Executive News Service offers what you want when you want it.

This powerful news service allows you to create personalized electronic clipping folders. Stories on your area of interest are “clipped” from any or all of ENS’s 23 news wires and automatically stored in personal folders.

Matt Drury, master sysop of the Graphics forums (GO GRAPHICS), uses ENS to track the latest developments in the online industry through three clipping folders—video and cable, commercial online services, and the Internet. “The main benefit is that I can customize the news to what I’m interested in and effectively ignore news that doesn’t concern me,” he explains.

To create an ENS clipping folder, you must have the Executive Service Option (GO EXECUTIVE for information).

Follow these steps when using CompuServe Information Manager for DOS and Windows:

- ▶ GO ENS and select the “Stories” menu option from the top of the screen. Select “Create Folder.”
- ▶ A “Create Folder” box will be displayed. In that box, select folder search criteria, newspapers you want the folders to “clip” from, number of days that stories should be retained, and the folder’s expiration date (no longer than one year).
- ▶ At any time, you can select the “Help” option or press the F1 key to receive helpful instructions, including examples of valid search criteria.

Follow these when using CompuServe Information Manager for Macintosh:

- ▶ GO ENS and click on the “Maintain Folders” icon.
- ▶ A box titled “Personal Folders” will appear. Click on the “Add” button.
- ▶ An “Add a New Folder” box will be displayed. Follow the instructions listed for the “Create Folder” box above.
- ▶ At any time, you can click on the question-mark icon at the top right-hand corner of the box to receive help.

When using an ASCII or terminal-emulation program:

- ▶ Type GO ENS and select Option 4, “Create/Change/Delete a Personal Folder (E),” from the ENS main menu.
- ▶ Then choose Option 1, “Create a Personal Folder.”
- ▶ Answer the subsequent questions, in-

cluding the name you want to give the folder, its expiration date (no longer than one year), the number of days up to 14 that stories should be retained in the folder, and the news wires you want included. There is no limit to the number of wires you can have monitored. Finally, you’ll be asked to enter up to seven keywords.

Take time offline before you create your folder to carefully choose these words or phrases. If they are too narrow, you’ll miss important news; too broad, and you’ll be inundated with irrelevant material that will soon overrun the 500-story limit for each folder.

Sometimes even the best-chosen keywords produce odd results, so you may have to do some fine-tuning later. For instance, if you’re following the semiconductor market, the keyword CHIP will also produce stories on the stock market’s blue-chip holdings and on the potato-chip industry. Drury says he used the keyword TV to track television-industry news and ended up with a story from Scotland about a

bank offering credit cards to transvestites. He changed the keyword to TELEVISION to be more specific.

If you later decide to change any aspect of your folder, if using DOSCIM or WinCIM, select the “Stories” menu option and then “Update Folder.” An “Update Folder” box will appear, allowing you to alter search criteria, newspapers scanned, expiration date, and more. If using MacCIM, click on the “Maintain Folders” icon and select “Change” from the resulting box. A “Change an Existing Folder” box will appear, allowing you to alter the folder choices listed above.

If using a terminal-emulation program, at the ENS ! prompt type CHANGE FOLDER (where FOLDER is the name of your folder). A menu of the folder’s criteria will be presented; select the areas you want to change. Regardless of the version you’re using, several days before a folder is due to expire, the system will warn you so you can change the expiration date. Folders can also be deleted at any time.

For more information on creating an ENS folder, see the online instructions in the Executive News Service or read the file ENS.DOC in Library 1, “Help Library,” of the CompuServe Help Forum (GO HELPFORUM).

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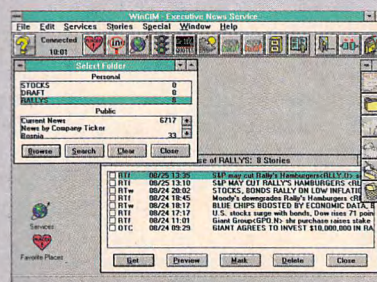
there but unable to access information about them until weeks later, when an obviously censored letter would arrive,” Winter says.

The pastor created an ENS folder holding news items containing the word “Liberia.” The folder has since culled anywhere from eight to 20 articles each week, including extensive Reuters accounts, which Winter shares with the “profoundly grateful” refugees. “The news is not always good, but for them it is a godsend compared with the alternative of worrying and wondering from afar,” he says.

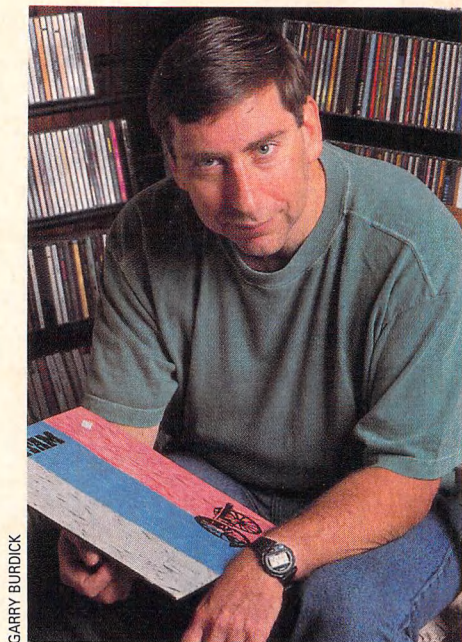
ENS folders can help find stories on underreported domestic issues as well. Oklahoma City, Oklahoma-based Desert Storm Justice Foundation uses the ENS service to monitor coverage of the Gulf War Syndrome, a mysterious set of health problems that have plagued thousands of U.S. servicemen since their return from the 1991 conflict. Chris Kornkven, the foundation’s national membership chairman, relies on the clipping service to study how (and how well) the government is taking steps to study the syndrome and remedy the situation. “It helps alert us to upcoming congressional hearings or meetings by other groups that are working on determining the cause of our health problems,” he says.

CompuServe itself constructs ENS folders, available to all members, for press coverage of both headline-grabbing crises and issues considered important but not routinely examined by the mainstream media. One example is AIDS News Clips, which includes captured wire stories covering international AIDS developments, experimental drug treatments, and social-policy issues. “Eric,” a 54-year-old East Coast member who has the disease, checks the folder regularly for information on caregiving and activism that pursues legal and civil rights for persons with AIDS. “Obviously, [activist group] ACT UP is important to me, even when I disagree on a tactic,” he says. “So, too, information about the activities—or inactivities—of the U.S. government’s AIDS czar is important to my perspective on how the administration is handling the issue.”

Eric supports various AIDS causes and follows news of organizations “fighting the good fight” for acceptance of legalized use of marijuana and other painkilling medications and experimental treatments. He’s taken word of new or emerging treatments to his doctor, including reports of the drug d4t, and is closely monitoring the results of “triple treatment” research. The differences be-



Set search criteria: ENS in WinCIM



GARRY BURDICK

Mailing lists tout latest indie gab: Susser

tween reports he finds online compared with specialized AIDS-related publications—such as *AIDS Treatment News*, Project Inform's *BETA*, New York's *Gay Men's Health Crisis Treatment Issues*, and *Positively Aware*—help him balance what he learns. "So much of what is going on is tentative and complicated," he says. "The diversity of information is very important for me."

Glenn Susser, a Monroe, New York-based member and music fan, satiates his appetite for news of the independent, or indie, music world by receiving two Internet mailing lists (both of which he uploads to the MusicArts Forum's Library 8, "Pop/Rock," in service to fellow fans). One, which weekly lists new and upcoming compact-disc releases and reissues in all musical genres for the U.S. and U.K., is often considered to be more complete than the industry's authoritative listing, the *International CD Exchange*. The immediacy and accuracy of the Internet music lists are due in part to their interactive nature. "The fellow who puts it together does so as a service to the cyberspace community," says Susser, "and subscribers are encouraged to contribute any information they have about new releases."

Susser also receives the *Indie-List Digest*, a once- or twice-weekly music "zine" made up of album and concert reviews of such indie artists and groups as Bunny, Velocity Girl, Fez, Petting Zoo, Superchunk, and Band of Susans. Reviews are 100 percent reader-submitted. "It's more up-to-date than any printed periodical, and more entertaining than most magazine dribble," says Susser, who credits the reviews' provocativeness to the variety of indie fans (band members, fanzine writers, and college students) and their strong feelings about the bands. Susser criticizes writers for well-known music magazines, believing most either cynically avoid artists who aren't well known or have

forgotten what it feels like to get excited by new music.

As Seen From "There"

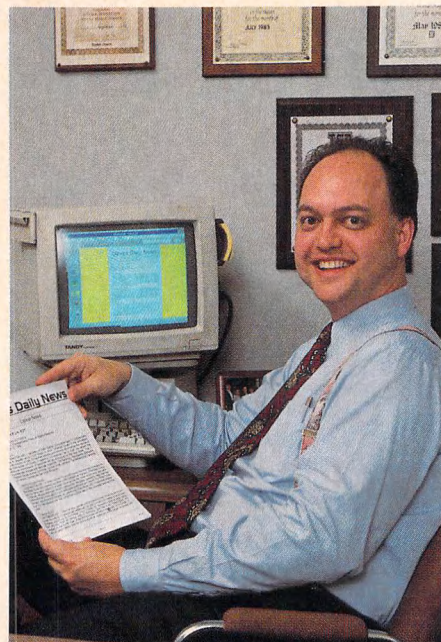
Like the Internet mailing lists, CompuServe's forums often serve as a digital grapevine, places where news and opinion intermingle. Steve Brothers, an engineer in Colorado, likes to move from one forum to another looking for message headers that reflect current headlines. "These tidbits are invariably more interesting to read than the straight reports that come out of a news service," says Brothers. The idea that he can question a member on the topic and his point of view gives those picking up news this way "the opportunity to respond to the news directly."

Such is the case in the Toshiba Forum's "Lapper's Lounge" section, where its clientele log on from many different countries. "We have users from all over the world," says member Daniel Katz, a native Mexican who travels between the U.S. and Israel, where he is a businessman and student. "We've seen messages from India, Korea, Japan, England, and Russia, just to name a few." Because they report what they see in regions they're familiar with, Katz says, fellow forum members offer unique perspectives on world news. Katz himself described the streets of Israel after the Hebron massacre. When North Korean Premier Kim Il Sung died in July, U.S. Army serviceman J. J. Johnson, another "Lounge" regular, offered his view of the mass mourning from his station in Seoul, South Korea.

Johnson explained how Kim had achieved godlike status in the North, what local television press reports showed, and how the South Korean government and citizenry reacted. Says Duncan Johnson, director of international sales for a New Jersey chemical company and one of the most traveled reporters in the "Lounge" (he files news from England and much of Europe), "I often get a completely different slant to local news than one gets in the United States, or even on CNN International."

The Same but Different

One notable irony in the developing infosphere is that digital news, while redefining the notion and scope of publishing, in some instances still mimics its predecessors. Take electronic newsletters, which, as ASCII text, stand-alone documents, or another form of readable file, are uploaded as periodically as



DAVID SESSIONS

Awakes to personalized paper: Martella

the periodicals they emulate.

David McCarter's *The Shareware/Freeware Report* is actually a Windows 3.1 help file that evaluates new DOS and Windows programs available online (the newsletter itself can be found in Library 10, "Gen. Win. Apps," of the Windows Shareware Forum). Its mission is to identify which titles are worth a look and provide the download fees, says McCarter. "There are many shareware programs that are as good as or better than commercial software, and there are many that are poorly written."

Though he started *The Shareware/Freeware Report* as a printed newsletter, McCarter decided to distribute it electronically, offering him the ability to use color graphics, screen shots, and hypertext, used to quickly define terms unfamiliar to users. The *Report* is entirely online-dependent: it's designed using shareware utilities, and McCarter finds his reviewers on CompuServe, the Internet, and BBSs. He uses his own experience as a developer to review programs and accompanying documentation for ease of use and their "bang for the buck." The *Report*, he says, fills a vacuum of news about shareware. "Most computer publications such as *PC Magazine* just about entirely ignore these programs, and most developers don't have enough money to advertise in them."

Perhaps the best impersonation of traditional media by digital news is the ability to customize a do-it-yourself newspaper. PED Software's Windows package *Journalist* allows users to manage their own paper with automatic page layout that can be filled with downloaded satellite weather images, forecasts, and articles from the Associated Press and other news wires collected in their ENS folders.

A district sales manager for Radio Shack in Santa Monica, California, David Martella rigged *Journalist* to log on at 7:30 A.M. and

FEATURE

pull in a page each of the AP's national, computer-industry, and business news, as well as any breaking Tandy Corp. developments. The program also lays out a six-month chart indicating the progress of Tandy's stock and current quotes for eight other computer-related stocks he tracks. "When I get to the office I print my fresh copy of *Dave's Daily*. It is the first thing I read in the morning, even before the e-mail from the corporation," says Martella. He eventually had his *Daily* stop printing the Southern California weather map. "It was the same every day, so why bother?"

Weather reports are significant, however, to Journalist user Jack Callahan, publisher of a bimonthly East Coast boating magazine, *Coastal Cruising*. Based in Fort Lauderdale, Florida, Callahan also prints his own paper based on ENS folders that track news of his

magazine's featured destination ports, as well as broader marine topics. "I have a 'Cuba' folder that monitors all mentions of Cuba as they relate to marine activities," says Callahan, who once received breaking news that the organizer of a much-discussed sailing race to Havana decided not to return to the U.S. after the race's completion. "It was an event not covered by many," he notes.

What's Lost—and Found

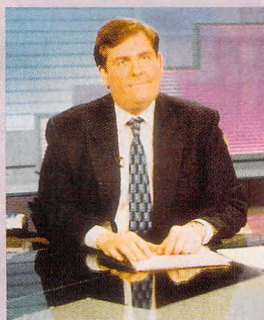
For all its apparent liberties, digital news—and the cyberspace credo that holds that "information just wants to be free"—may have its drawbacks. Traditional news, produced by professional news organizations, is filtered through experienced journalists and armies of fact checkers, reminds *U.S. News & World Report's* Sussman. "We're careful about what we publish—we have a legal

department and other constraints," he says. "Once information starts going through forums and Internet list servers, that filter and credibility are gone." Although some forum "reporters" may seem to have a solid reputation by their ongoing presence and insight, ultimately online users may never know if they are who they claim to be or if their "news" is valid, free from a political agenda, or even libelous. "With cyberspace news," warns Sussman, "the old saying 'Believe half of what you see and nothing of what you hear' applies."

Also, keeping certain news out of the info-sphere is increasingly difficult: witness the failed court-ordered publication ban on details regarding an Ontario, Canada, manslaughter trial in 1993. The ban, meant to ensure a fair trial for the husband of already convicted Karla Homolka, was circumvented

Journalists Jump to the Cyberspace Beat

Scott Gurvey knows the business-news beat. As the New York bureau chief and senior correspondent for *The Nightly Business Report*, a 30-minute daily business-news show airing on 240 public television stations in the United States, Gurvey reports on the activities of all major companies, the forecasted effects of various economic indicators, and the reasons for all those stock-market jumps and slumps. But when he wants to know what people miles from Wall Street think, he turns to CompuServe.



E-mail works: Gurvey

"We cover IBM and Microsoft, but to find out what people out in the world are saying about what these companies are doing, I monitor various CompuServe forums," he says. "What's the buzz on the beta tests of Microsoft's Chicago? I can get a real feel for that on CompuServe."

What Gurvey and many other professional journalists working for newspapers, magazines, and television news shows have discovered is that CompuServe is an eminent source for news leads and locating experts on almost any topic to interview.

When Gurvey wants to coax a mid-level manager inside a major corporation or investment bank to spill the firm's secrets or give him valuable off-the-record background information, he finds electronic mail the most effective route. While sources leaking information don't want to make or receive phone calls that can be traced, they are amenable to discussing those same details via confidential electronic mail.

Freelance business writer and newsletter publisher Irena Von Zahn of Middleburg, Virginia, says CompuServe has been a treasure box of story leads and facts to back up her many newspaper articles for *The Washington Post* and *Times* community newspapers. A discussion in the International Trade Forum (GO TRADE) on intellectual property rights dovetailed with an article she was writing on that topic and turned into a sidebar that presented the details of a specific case featuring forum members' experiences.



Leads abound: Von Zahn

Even entertainment reporters find CompuServe is the next best thing to a backstage pass. Lois Weiss, a freelance writer from Scarsdale, New York, who regularly writes reviews and gossip columns for several regional music magazines, including *Texas Beat*, *Musician Monthly*, *Boston Rock*, and *Relix*, finds CompuServe's RockNet Forum (GO ROCK-NET) a valuable source for picking up timely news tips she wouldn't otherwise find so quickly.

"I get tour information about groups and artists and find out who slugged whom, who got arrested for shooting whom, who has a new album coming out, and lots more," she says. Weiss also uses RockNet to find information on little-known artists, such as Willy DeVille of Mink DeVille and heavy-metal violinist Mark Wood.

Says business writer Von Zahn, "I can't imagine how journalists who don't use CompuServe manage to research anything."

—CC

electronically after a *Washington Post* article on the case was read by Canadian CompuServe members and then spread to BBSs and the Internet. "A lot of people would argue that the same thing happened with the O. J. Simpson case—that it may or may not be good that everything is released immediately to everybody. That's a question being debated all over the world," says Canadian author Koch.

Indeed, the online medium may deliver so much news so quickly that readers may miss its meaning or significance. "The biggest threat posed by digital news is a concomitant of its biggest benefit," says Memphis journalism professor Brody. "The sheer volume of information is going to make it more difficult for anyone to readily obtain everything he wants or needs to know."

But Sussman finds an upside: the faster revelation of truth. "Rumor can move so fast here that it forces the hand of the spin doctors, making institutions come clean more quickly than they might otherwise," he says, recalling speculation on the Internet after NASA lost contact with the *Mars Ob-*

server spacecraft. "There were all kinds of wild theories—that it had been captured by a UFO, or had exploded, or landed on some guy's car in Russia," Sussman jokes, noting that NASA officials felt compelled to jump online and reveal everything they knew and suspected about the disappearance. "The more information the public has available, and the more we know it's reliable, the healthier society we have."

Yet what, some wonder, happens to society if digital news' catering to individualized interests continues to expand as the online population grows? Anticipated "intelligent-agent" or "know-bot" technology will constantly roam cyberspace on a user's behalf, filing away news articles, discussion threads, and other electronic eruditions on *only* those subjects that interest him. Aside from the lost joy of serendipitous discovery—say, reading a magazine article you weren't expecting to find and didn't think you'd enjoy—such self-interested news consumption on a mass scale might destroy what little social-issue agenda remains and render political consensus impossible. Thousands of cyber-

publics could fragment from the real world's singular public.

This model of targeted news is best represented, says Sussman, by an underground community of hockey fans who collect and trade videotapes of bloody fistfight outtakes from games. "I always thought that was scary, because I suspect that's all many of them do and know. That doesn't say a lot for the electorate."

But Sussman ultimately returns to the other, enlightened digital-news model: the image of U.S. Secretary of Labor Robert Reich sitting in the basement at *U.S. News* in conference with the magazine's forum members. "I thought, Here's a Cabinet member belting out 90 words a minute and not making any typing mistakes, spontaneously answering questions from his constituents. He was interacting, unscreened, with people he'd never met. It was just people-to-people. The potential value of all this is truly revolutionary." ☐

See "CompuServe's News Services," page 20.

Live and Typing, It's Newsmakers by Modem



Compu-advocate: Gore

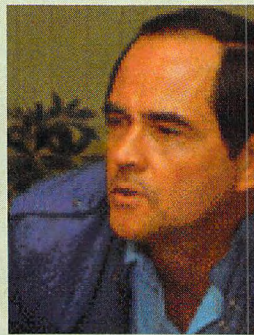
You read their names in the morning paper, you see them on the evening news, and now you can communicate with them online.

Newsmakers from the worlds of politics, business and industry, science and technology, entertainment, and more are frequently invited to participate in real-time conferences in CompuServe's Electronic Convention Center (GO CONVENTION) and various forum conference rooms. Political participants in 1994 have included U.S. Vice President Al Gore, Senator Larry Craig, Representa-

tatives Charles Stenholm and Patricia Schroeder, and U.S. Secretary of Labor Robert Reich.

Top worldwide business leaders have also shared their ideas and visions, including Laurence J. Kirshbaum, president and CEO of Warner Books; Microsoft Corp.'s Mike Maples, executive vice president for the company's worldwide products group; and WordPerfect GmbH's top executive Marco Seiler.

Robert Crippen, former astronaut and current director of NASA's Kennedy Space Center, and space-shuttle astronaut Janet



NASA director: Crippen

Voss Ford both led discussions on the future of space. Other popular Convention Center and forum guests have included best-selling author and lawyer Alan Dershowitz; controversial AIDS scientist Peter H. Duesberg; and Patricia Ireland, president of the National Organization for Women.

Entertainers recently online in conference have included actor Bob Denver of *Gilligan's Island* and *Dobie Gillis* fame; syndicated entertainment columnists Marilyn Beck and Stacy Jenel Smith; and the music

group New Order.

In addition, ZiffNet's Executives Online Forum (GO EXEC) hosts regular real-time conferences with movers and shakers from the computer industry. Recent programs have included such guests as Gordon Eubanks, president and CEO of Symantec; Intel Corp. executives Paul Otellini and Curt Nichols; John Bromhead and Anne Galdos of Stac Electronics; and Steve Barlow of Lotus Development Corp.

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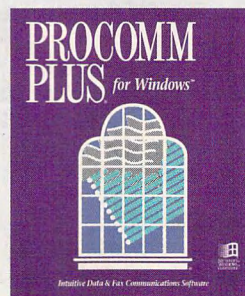
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GO OLI for more information.

An Overview of CompuServe's News Services

Worldwide current events, political and economic news, and entertainment and sports happenings are all part of the in-depth news services offered on CompuServe.

Following is a list of many of the major online news services. (For a complete list of news services online, use the "Find" command and type NEWS.) Some are included in basic services as part of the Standard Pricing Plan of \$8.95 a month and carry no special charges. Others are extended services and carry hourly connect-time rates, while some are surcharged products or are accessible only through the Executive Option or ZiffNet membership.

NEWS SERVICES AND NEWS WIRES

AP France en Ligne (GO APFRANCE)

Associated Press stories in French. Continual updates of French national, economic, social, sports, and cultural news. **B**

Associated Press (GO ENS)

Articles cover U.S. and world events, sports, and financial news. **\$ E**

Associated Press Online (GO APO)

Continual updates featuring weather, sports, the United States, Washington, D.C., the world, politics, entertainment, business, Wall Street news, and more. **B**

Australian Associated Press Online (GO AAPONLINE)

Australian Associated Press current events, business, weather, and sports news. **B**

CNN Forum (GO CNNFORUM)

Discuss CNN news stories while they happen with fellow viewers, newsmakers, and CNN staff. **E**

Deutsche Presse-Agentur

Kurznachrichtendienst (GO DPANEWS)

This German-language news service offers continual news updates on German current events, politics, sports, culture, and more. **B**

Deutsche Wahlen '94 (GO WAHLEN)

Deutsche Presse-Agentur German-language news reports on 1994's German elections, including Kommunalwahlen, Landtagswahlen, Europawahlen, and Bundestagswahlen. **B**

Dow Jones (GO ENS)

Continuously updated comprehensive business and financial news wire. **\$ E**

Executive News Service (GO ENS)

This news-clipping service offers access to the Associated Press, United Press International, Reuters, *The Washington Post*, Deutsche Presse-Agentur, Dow Jones, PR Newswire, and more. Current news stories can be reviewed and personalized electronic clipping folders created on any topic of interest. **\$ E**

PA News Online (GO PAO)

The United Kingdom service offers comprehensive real-time news as well as in-depth U.K. general, financial, sports, parliamentary, and royal news reports. **B**

Reuters (GO ENS)

Articles from this global news wire cover world, sports, and financial news. **\$ E**

Reuters News Pictures Forum (GO NEWSPICS)

Reuters news photographs in GIF and JPEG formats on events in the United States and the world, plus entertainment and sports. **+**

RockNet (GO ROCK)

Provides up-to-the-minute news of the popular-music industry and artists. **+**

United Press International (GO ENS)

Articles cover news of interest to six U.S. regions, as well as national, international, and sports news. **\$ E**

NEWSPAPERS AND MAGAZINES

Der Spiegel Forum (GO SPIEGEL)

The leading German newsmagazine uploads its articles and graphics, and also makes its staff available for contact and debate of that country's issues here. English translations of articles are available in Library 1, "Spiegel Diese Woche." **+**

Detroit Free Press Archive (GO DFP-17)

Access to full-text articles published in the *Detroit Free Press* since January 1987. WinCIM, DOSCIM, or MacCIM required for database access. **\$**

Detroit Free Press Forum (GO DETFORUM)

An online extension of the newspaper where readers can discuss with editors, reporters, and newsmakers such issues as the automobile industry, Michigan and Detroit metro news, and Michigan sports. **+**

Florida Today Forum (GO FLATODAY)

An online extension of *Florida Today*, the forum offers the day's top space and Florida news, and discussions with staffers and newsmakers on space, Florida tourism, real estate, money, sports, gardening, environmental issues, politics, and more. **+**

New York Newslink Forum (GO NEWYORK)

This electronic extension of the Gannett Suburban Newspapers in the New York metropolitan area offers discussions with editors, reporters, and newsmakers on such topics as Broadway and entertainment, New York government and politics, the Yankees, Giants, Jets, Bills, and more. **+**

News Source USA (GO NEWSUSA)

This is a comprehensive and searchable collection of major U.S. magazines, newspapers, and special features. **\$**

Newspaper Archives (GO NEWSARCHIVE)

This searchable database offers access to the full text of articles from more than 55 U.S. and U.K. newspapers, most of which date from the 1980s to the present. Search by topic of interest and a specific date range using a recent version of CIM. **\$**

PC World Online (GO PCWORLD)

This online version of the award-winning PC publication includes many of the same news and review articles that appear in the monthly print version, plus industry wire reports, press releases, shareware listings, and other frequently updated information. **+**

UK Newspaper Library (GO UKPAPERS)

Selected articles from leading United Kingdom newspapers, including the daily and Sunday *Telegraph*, *The European*, *The Financial Times*, *The Guardian*, *The Times*, and more. **\$**

U.S. News & World Report Article Database (GO USNEWS)

Select Option 4, "Search for and View Articles From Past Issues," to search this subset of Magazine Database Plus. You can retrieve full-text articles from *U.S. News & World Report* dating from January 1986 to the present, but not including the current issue. **\$**

U.S. News & World Report Magazine (GO USNEWS)

Selected articles, graphics, and photographs from this week's *U.S. News & World Report*. **B**

U.S. News Forum (GO USNFORUM)

This is an electronic extension of the magazine, allowing readers to discuss such issues as Washington politics, world news, economics, business, science and technology, and more with editors, reporters, and newsmakers. **+**

U.S. News Women's Forum (GO WOMEN)

Moderated by *U.S. News & World Report* editors and reporters, the forum features discussion of women's issues and concerns, including work, politics, culture and religion, violence, education, technology, and more. **+**

The Washington Post (GO ENS)

Selected articles from today's edition are available the previous evening. **\$ E**

NEWS-CLIPPING SERVICES

AIDS News Clips (GO AIDSNEWS)

Reports from Reuters, United Press International, and other wire services on the latest in AIDS news, including medical research and public-policy issues. **+**

Apple News Clips (GO APPLENEWS)

Review articles from AP, UPI, and Reuters about Apple Corp., its products, related companies' products, and other news concerning the Macintosh platform. **E**

Outdoors News Clips (GO OUTNEWS)

Read accounts from major wire services of issues related to the environment and outdoor activities such as hunting and fishing. **+**

BUSINESS NEWS

Business Database Plus (GO BUSDB)

Database containing full-text, business-oriented articles from regional, U.S., and international sources, including more than 500 business and trade magazines and more than 550 specialized business newsletters. Access a list of BUSDB publications in the Ziff Support Forum's (GO ZIFFHELP) Library 8, "BusinessDBPlus," as file BDPPUB.TXT. **\$**

The Business Wire (GO TBW)

Press releases, news articles, and other information from the world of business are published throughout the day with information on hundreds of companies. **+**

Global Report (GO GLOREP)

Launched by Citibank in 1986, this database offers real-time foreign-exchange and fixed-income rates from major market makers worldwide, in-depth company profiles on more than 10,000 major U.S.-traded firms, country profiles, and more. **\$**

NewsGrid (GO NEWSGRID)

Regularly updated headline and business news from the United States and around the world. Includes articles from lesser-known news wires such as China's Xinhua wire, and the Inter Press Service's coverage of developing countries. Search by keyword or company name. **+**

Online Today Daily Edition (GO OLT)

Daily news reports about the computer industry, as well as columns, computer-book reviews, and announcements of new products. **B**

ENTERTAINMENT NEWS

Entertainment Drive (GO EDRIVE)

A gathering place for entertainment professionals and others interested in show business. Includes access to Hollywood columnists, celebrity conferences, multimedia and GIF files from recent movies, and more. **+**

Hollywood Hotline (GO HOLLYWOOD)

Daily entertainment news is offered in this database, as well as an entertainment encyclopedia, celebrity interviews, reviews, and more. **B**

Roger Ebert's Movie Reviews (GO EBERT)

Movie reviews by renowned critic Roger Ebert covering the latest film releases, as well as a database of older reviews, celebrity interviews, a movie lover's source list, and a glossary of movie terms. **B**

ShowbizMedia (GO SHOWBIZ)

Twenty-four sections devoted to discussion of motion pictures, television, music, theater, and other aspects of entertainment. Offerings include conferences with celebrities, multimedia video clips and GIF files from recent movies, and more. **+**

UK Entertainment Reviews (GO UKREVIEWS)

U.K. film, book, and video reviews, as well as London theater reviews and U.K. soap-opera previews. **B**

SPORTS NEWS

AP Sports Wire (GO APSPORTS)

Professional and collegiate sports news on baseball, football, basketball, hockey, and more. **\$**

NCAA Collegiate Sports Network (GO NCAA)

This service includes schedules, scores, and statistics for NCAA sports events, as well as news releases and sports polls. **+**

OPINION AND NEWS ANALYSIS

Syndicated Columnists (GO COLUMNS)

Popular columnists on wide-ranging subjects, including news analysis, entertainment, and sports. Columns include "The Aces on Bridge," "Alan Dershowitz," "Fight Back!," "The Gadget Guru," "Harris Poll," "Harvey Mackay," "The Housing Scene," "Jack Anderson," "Joyce Jillson Horoscope," "Marilyn Beck/Stacy Smith," "Media Beat," "The Medical Advisor," "Miss Manners," "Mona Charen," "Morton Kondracke," "Susan Bondy on Money," "Tune In Tonight," "Molly Ivins," and "You Be the Critic." **B**

WEATHER

Local Weather (WEATHER)

Brief local weather report for today, tonight, and tomorrow including high and low temperatures, wind speed, storm forecast, and general conditions. In ASCII, type WEATHER at any ! prompt (without the "GO"); in CIM, choose "Weather" from the pull-down Services menu. **B**

Weather (GO WEATHER)

View worldwide weather maps from AccuWeather Inc., including satellite views as well as current weather and 24- and 48-hour forecasts. **B**

ZIFFNET NEWS/MAGAZINE SERVICES

Executives Online Forum (GO EXEC)

This "special events" forum hosts discussions with top computer-industry executives, technical experts, and software and book authors. Its "News Desk" section is home to the popular "Coop's Corner" and "Bug Bytes" industry-news columns. **Z**

ZiffNet Computing News (GO NEWREF)

Read or download current articles from *PC Week* and *MacWeek* before they're published. **Z**

ZiffNet Magazines (GO ZNT:MAGAZINES)

ZiffNet's magazine offerings include forums for their varied titles, such as *PC Magazine*, *PC/Computing*, *MacWeek*, and *MacUser*. Communicate with staffers and download exclusive shareware and files of bonus information not available in print editions. **Z**

ZiffNet NewsBytes (GO NEWSBYTES)

A daily international online news wire providing independent computer and telecommunications news based on reports from bureaus in 14 major cities worldwide. **Z**

NEWS-RELATED FORUMS

Global Crises Forum (GO CRISIS)

News and discussion of natural disasters and global "hot spots," including the Balkans, Baltic Republics, and Middle East. Postings include the Radio Free Europe/Radio Liberty Daily Report, detailing developments in Russia and Eastern Europe. **+**

Motor Sports Forum (GO RACING)

This forum is home to Racing Information Services, its message sections and libraries serving as news wires for various categories of motor sports. Laptop-equipped members cover events worldwide, contributing real-time reports and images. **+**

Key Codes

- B** Basic Services
- E** Executive Option
- +** Extended Services
- \$** Surcharged Product
- Z** ZiffNet Membership Required



A New Face for Fonts

COMPUTING SERVICES

Where to GO

Adobe Forum
GO ADOBE

Desktop Publishing
Forum
GO DTPFORUM

Foreign Language Forum
GO FLEFO

IBM File Finder
GO IBMFF

IBM Special
Needs Forum
GO IBMSPECIAL

Macintosh File Finder
GO MACFF

Macintosh Systems
Forum
GO MACSYS

Usenet Newsgroups
GO USENET

► Your handwriting as a typeface? Software can manage, create, and manipulate computer fonts.

Michel Mujardet is a maker of fonts, those collections of letters, punctuation marks, numbers, and other special characters that make up the typefaces used in word processing and desktop publishing. Mujardet's Match Software, however, isn't one of the few big font foundries that once cornered the market, turning out the Helveticas and Palatinos that the DTP community relied on. It's one of thousands of independent developers experimenting with the do-it-yourself program Fontographer, by Altsys Corp.

Mujardet's shareware creations aren't always alphabetically oriented. Though he's devised fonts of Russian script, ancient Greek, and one patterned after the type used in the 1900 World's Fair posters, he's also fashioned fonts composed solely of dinosaurs, hieroglyphs, and corporate logos. "I prefer to draw my fonts on paper, then get them into Fontographer using a scanner," says Mujardet, who applies the program's copy, paste, flip, and rotate features to manipulate one "letter" into another. Parts of an "a" easily help him create the letters b, d, e, p, q, and t. "I then spend a lot of time making sure the electronic results match what I wanted."

Type has seen some momentous advances since Johann Gutenberg's movable version, and computer typefaces are now undergoing significant changes as well. New font technology has made desktop publishing not only

more affordable but also easier to master. While "font management" software organizes the dozens of fonts that pile up on hard drives—storing these memory-hogging files away from RAM until they're needed—new font-creation software can be used to design a font from scratch (or even your own pencil scratchings). Two existing fonts can be "morphed" into an extraordinary or eccentric third, or more subtle alterations, such as adding 3-D shading and other effects, can now be made easily. While such developments offer potential to novice and professional desktop publishers alike, managing fonts efficiently is still tricky. To successfully enjoy the new font freedom, understanding the basics is important.

"Fonts are still a little bit of a black art," advises Robert Phillips, an assistant sysop in the Adobe Forum and professor of classics and ancient history at Lehigh University in Bethlehem, Pennsylvania. "You have to learn by doing."

And first you have to learn how they work. Less popular "bit-mapped" fonts are composed of a matrix of dots and require a separate font-generation program for each size (10-point, 12-point, and so on), leaving them with a generally distorted appearance and taking up disproportionate amounts of disk space. So-called outline fonts have fared better because they're based on a single

Cathryn Conroy is senior writer of CompuServe Magazine and book-review editor of Online Today. Her CompuServe User ID number is 70007,417.

Umlauts and Whatnot: Non-English Font Characters

If you want to print a letter in Hebrew or publish a newsletter in Japanese, you'll encounter special problems with fonts that have non-English-language "character sets"—those accents, marks, and alphabets not supported by the restricted English-language ASCII character set.

Foreign Language Forum members Ian Tresman of the United Kingdom, the author and publisher of *The Multilingual PC Directory* (Knowledge Computing, 1994), and Per N. Dohler, a translator with International Language Services in Barendorf, Germany, offer these tips on using such fonts:

- ▶ To locate fonts with non-English character sets, search IBM File Finder or Macintosh File Finder. You can also ask for font sources on the Internet in two Usenet groups: COMP.FONT and COMP.SOFTWARE.INTERNATIONAL.
- ▶ The characters needed for Western European languages are accommodated by the DOS or Windows character set and are part of the Latin-1 character set available on CompuServe. To learn how to set your software for Latin-1 operation, GO OQA.
- ▶ To access font characters that don't appear on your keyboard, use a keyboard driver, such as WinKeySwap in the Foreign Language Forum's Library 14, "Semitic/Turkic" (file KISWAP.ZIP). This special software lets you change your current keyboard layout to one that is suitable for your font.
- ▶ Macintosh users looking to use the occasional special character (such as ä, é, ç, and π) but not desirous of remembering the obscure key combinations needed to produce it can turn to the control panel PopChar. Using a small desktop icon, a user can

call up a window displaying all characters available in the current font and select the character, which is automatically "typed" into the active program. PopChar is downloadable from the Macintosh Systems Forum's Library 4, "Control Panels," as POPCHA.SIT.

- ▶ Languages such as Arabic and Hebrew read right to left, and most word processors won't let you type in this direction or handle word wrap on the left side. You can do this with a sophisticated keyboard driver, such as WinKeySwap, or a word processor designed to enter right-to-left languages. INTEXT, a multilingual word processor, will support both Arabic and Hebrew and can be downloaded from the IBM Special Needs Forum's Library 14, "Bilingual Tech" (file INTEXT.ZIP).
- ▶ Special word processors are needed for languages that have many accents and other marks, such as Vietnamese, where the letter "a" can have as many as 18 different combinations of accents. The word processors are used to combine letters and accents on the page through superimposition.
- ▶ Asian languages use thousands of Kanji characters—far too many for a conventional font of 256 characters. Fonts in these languages feature a double-byte character set with more than 65,000 characters. To use them you can either purchase a Chinese, Korean, or Japanese version of Windows or use an Asian word processor. Because the keyboard is still 101 keys, phonetics is crucial. For instance, entering "ma" allows you to choose the Chinese character for mother, horse, or hemp.

—CC

mathematical equation, meaning the "scalable" font size can be increased or decreased simply by changing its underlying equation.

There are two outline-font types: PostScript and TrueType. Preferred by professional desktop publishers, PostScript fonts conform to Adobe Software's Type 1 specifications. Each Type 1 font is really two fonts in one: a screen font for monitor viewing, and a printer font for use with a PostScript-compatible printer. Using Adobe Type Manager (ATM) and Windows, PostScript fonts can be viewed and printed on non-PostScript devices, such as monitors, fax modems, and various printers. TrueType fonts, which are bundled free with Apple's System 7 and Windows 3.1, offer scalability at a significantly lower cost than PostScript without the need for ATM. They're considered ideal for casual and novice users.

With the two competing standards, problems can crop up. For months New York City Adobe Forum and Desktop Publishing Forum member Chuck Tice suffered unexplained system crashes while working in WordPerfect and QuarkXPress. When technical-support personnel were unable to pinpoint the cause, he turned to the Adobe Forum, where he learned that PostScript and TrueType fonts cannot be used interchangeably in the same document.

"You can't safely have it both ways. Decide your level of usage and choose accordingly," says Adobe sysop Phillips. While professional-looking results with all the traditional typographic refinements require

Type 1 fonts, Phillips says, "If you're producing simple memos and reports, go for TrueType." As the sole proprietor of Kernel Graphics, a new desktop-publishing business, Tice chose Type 1, although he discovered he can use Ares Software's FontMinder to mix the two within the same application.

Font installation is relatively easy and automated, so initial troubles tend to be easily fixed. Phillips says a common problem for PC users is not understanding the difference between the Windows control panel and ATM's control panel. The former installs and lists TrueType fonts, while the latter installs just PostScript fonts. "Don't expect the Windows control panel to show your PostScript fonts, or vice versa," he warns.

Kathleen Tinkel, a Desktop Publishing Forum sysop, says Mac users with System 7.01 and above should drag fonts of all types onto the System Folder icon, and the System will automatically place them correctly.

Once the fonts are installed, managing them properly is essential because active fonts use RAM—and lots of it. Desktop Publishing Forum sysop John Cornicello hails font-management programs as the biggest advance he's witnessed in font technology, and Tinkel insists such programs are essential for anyone with more than 50 fonts. For Macintosh users, programs such as Symantec Corp.'s Suitcase II or ALSoft Inc.'s MasterJuggler allow the fonts to be floated in and out of the operating system as needed. Similarly, Ares's FontMinder allows PC users to automatically swap groups of fonts in

and out of Windows.

Font managers also help prevent system crashes when fonts gobble up too much RAM. The advertising department of Lake Havasu City, Arizona's *Daily Herald* learned this need the hard way. Using Microsoft Word on a Macintosh, the ad designers collected more than 100 fonts and soon exceeded Word's font limit. Charles Downs, who was then the paper's business editor, says strange things happened to the computers, including system crashes, application crashes, and fonts failing to appear on the font menu.

Turning to the Desktop Publishing Forum, Downs was advised to purchase Suitcase, a Macintosh font-management program that would not only organize the fonts by creating files of "suitcases" for storage outside the System Folder, but also enable him to resolve font ID conflicts between different Macs with a click of the mouse button. RAM usage could also be minimized by opening user-compiled "sets" of suitcases—specific fonts for specific tasks.

Once quite expensive, fonts have steadily fallen in price, so accumulating a vast collection is now affordable and tempting. Phillips says a typical four-weight Type 1 font from the early leading foundries cost as much as \$180 two years ago, then dropped to around \$140, and have continued to drop since. The reason, like everything else in the computer business: competition. Phillips explains that Adobe once had the type market pretty much to itself, but when Microsoft entered the field with an offering of TrueType fonts bundled in

Online Sources of Fonts and Support

Looking for the perfect font? Chances are you'll find it among the thousands of fonts uploaded to CompuServe. While some are free, many carry a small charge. Here's where to look:

Font vendors DTP Online (GO DTPONLINE) and FontBank Online (GO FONTBANK) offer searchable databases of fonts for sale at competitive prices. Search by keyword using the name of the font you want or other keywords that describe the font or collection of fonts, such as characteristics (serif, sans-serif, decorative, or script, for example) or publisher. Both vendors allow you to view a GIF image of selected fonts using any of the CompuServe Information Manager software packages so you can see what the font will look like before you buy it. Both offer support in the Desktop Publishing Vendor Forum (GO DTPVENDOR) in Section and Library 4, "FontBank," and Section and Library 11, "DTP Online."

Dozens of forums also offer fonts in their libraries. Search these forums using the keyword FONT or by the name of an individual font or font family or other characteristic.

If you're using a PC with DOS or Windows, check here first:

- ▶ Adobe Forum (GO ADOBE), Library 4, "PostScript"; Library 7, "Typeface Lib/IBM"; and Library 13, "Acrobat."
- ▶ Desktop Publishing Forum (GO DTPFORUM), Library 9, "PC Fonts," and Library 11, "PC Screen Fonts."
- ▶ IBM Applications Forum (GO IBMAPP), Library 12, "Desktop Pub [A]."
- ▶ IBM File Finder (GO IBMFF) will help you locate all fonts. A

search with the keyword FONT produces more than 2,800 hits, so narrow the search by the type of font, font name, or font utility.

If you're using a Macintosh, these online sources offer the most fonts:

- ▶ Adobe Forum (GO ADOBE), Library 6, "AFM Files"; Library 10, "MAC Typeface/New"; and Library 14, "ATM/Mac."
- ▶ Desktop Publishing Forum (GO DTPFORUM), Library 8, "Mac Fonts," and Library 10, "Mac Screen Fonts."
- ▶ Macintosh File Finder (GO MACFF) should be your first stop to find Mac fonts in all forum libraries. The keyword FONT produces more than 1,800 files, so narrow the search by font name or other characteristic.
- ▶ Macintosh Systems Forum (GO MACSYS), Library 6, "Fonts."
- ▶ Other forums include Macintosh Developers Forum (GO MACDEV), Macintosh A Vendor Forum (GO MACAVEN), and Macintosh B Vendor Forum (GO MACBVEN).

Vendor support for your fonts and other desktop-publishing activities can be found in the Desktop Publishing Vendor Forum for QMS, Sigma Designs, CAI Colorage, Hyphen, XChange, Scitex/SGAUA, Graphic Communications Association, Frame Technology, Bitstream, EFI Support, and Monotype. In addition, the Desktop Publishing Vendor B Forum (GO DTPBVEN) offers support from Agfa, TRUMATCH, PagePlus, TeleTypesetting, Caere, and Pantone.

—CC

the box with Windows 3.1 and unveiled TrueType Font Packs—top-quality fonts at low prices—the market radically changed. "The Microsoft products were a loss leader, but there's still a public perception that all fonts should be as inexpensive," he says.

Other small vendors developed fonts of their own, driving prices down even further. Fonts on CD-ROM (including such titles as Adobe Type on Call and Monotype's FoneFonts) offer more than 1,000 typefaces for between \$50 and \$100.

One of the more remarkable advances in font technology is font-creation software that allows users to design a typeface never before seen. Jeff Vorzimmer, manager of digital imaging for Showbran Photo in New York City, says such software lets anyone with a computer and laser printer design type. "What we are witnessing is a second renaissance in the type industry," he says. Examples of such homegrown creations abound in the Desktop Publishing Forum's libraries, where members upload their self-designed text and display fonts, as well as fonts that feature zodiac symbols, sign language, foreign scripts, knitter's symbols, musical notes, recycling symbols, and more.

Len Gilbert, supervisor of the typesetting department for Sybex Books in San Francisco, California, uses Corel Corp.'s CorelDRAW! and Fontographer to design his own fonts. Creating the characters in CorelDRAW!, he exports the work as an EPS image, which is then imported into Fontographer, where the characters are scaled and positioned. He then names the

typeface and generates a PostScript version.

Most of his creations are special icons or dingbat faces for Sybex books. In one recent book, Centaur was chosen as the primary typeface, although Gilbert thought the "1" looked too much like an "I." He fixed the problem by modifying each Centaur "1," replacing it with a new version in Roman, italic, bold, and bold italic.


The alternative would have been to print out and manually paste up more than 1,000 tiny corrections in the book. "Instead we just created the image or icon electronically, imported it into the new typeface, and it showed up exactly where we want it with no paste-up," he says.

"I'm a typophile," says Dave Balderstone, an electronic prepress manager in Edmonton, Alberta, who created his first font as a gift. Balderstone used Ares's FontMonger to design Tzanscan, a set of characters based on faces his sister, Suzanne, drew as a child. "It was really wonderful child's art," says Balderstone, who scanned tracings of the drawings, cleaned them up in Aldus Freehand, saved them as Adobe Illustrator files, and imported them into FontMonger, where he did some final scaling and positioning. "I gave the resulting Type 1 font to my mom as a birthday present," says Balderstone. "She had just bought her first computer, a Mac Classic." Now that his own daughter has started doodling, "I may give it another go sometime soon," he says.

Necessity has been the mother of font inventions by Raymond "Pat" Snyder, an art instructor at Marshfield High School in Coos

Bay, Oregon. Weary of the many requests for his skill at unique hand lettering used on school banners, posters, and flyers, he decided to automate his talents. Creating alphabets, numbers, and other characters by hand, he scanned each character and copied it into Fontographer. Among his 12 very popular shareware fonts are SnyderSpeed, MarkerFeltThin, ComicsCartoon, and BrushStrokeFast, whose names clearly evoke the style. "Now other teachers and students can whip up professional-looking posters, flyers, and banners using my fonts," he says, noting that Altsys Corp. has purchased eight of his creations.

On the flip side, Snyder cautions, the new software titles are making it easy for people to claim others' work as their own, because fonts and font names cannot be copyrighted in the United States. He believes several font-bundling companies make money redistributing his stylized alphabets. "One can open a font, change any one character or delete a seldom-used character, rename the font, regenerate it, and deem it to be a new creation," he says.

Along with the type experimentation these programs permit, Phillips insists the most amazing breakthrough is the existence of fonts, period. "There was a time not too long ago when you paid someone to do your typography or you bought a printing press and got ink on your hands," says this son and grandson of professional printers. "Truly excellent typography is an art form, but now we can play with fonts; this is the most fundamental change imaginable." 

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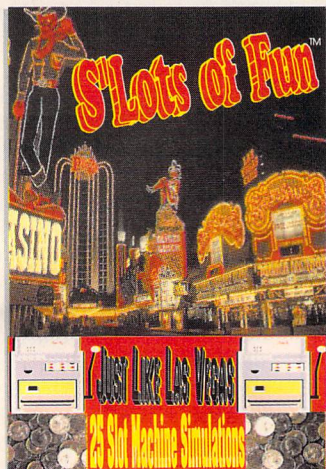


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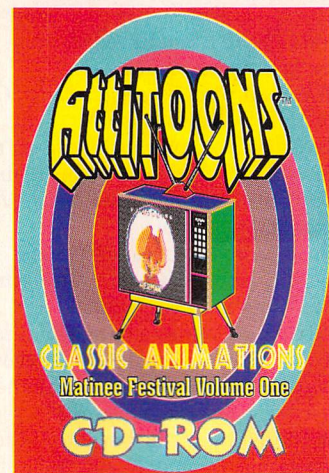


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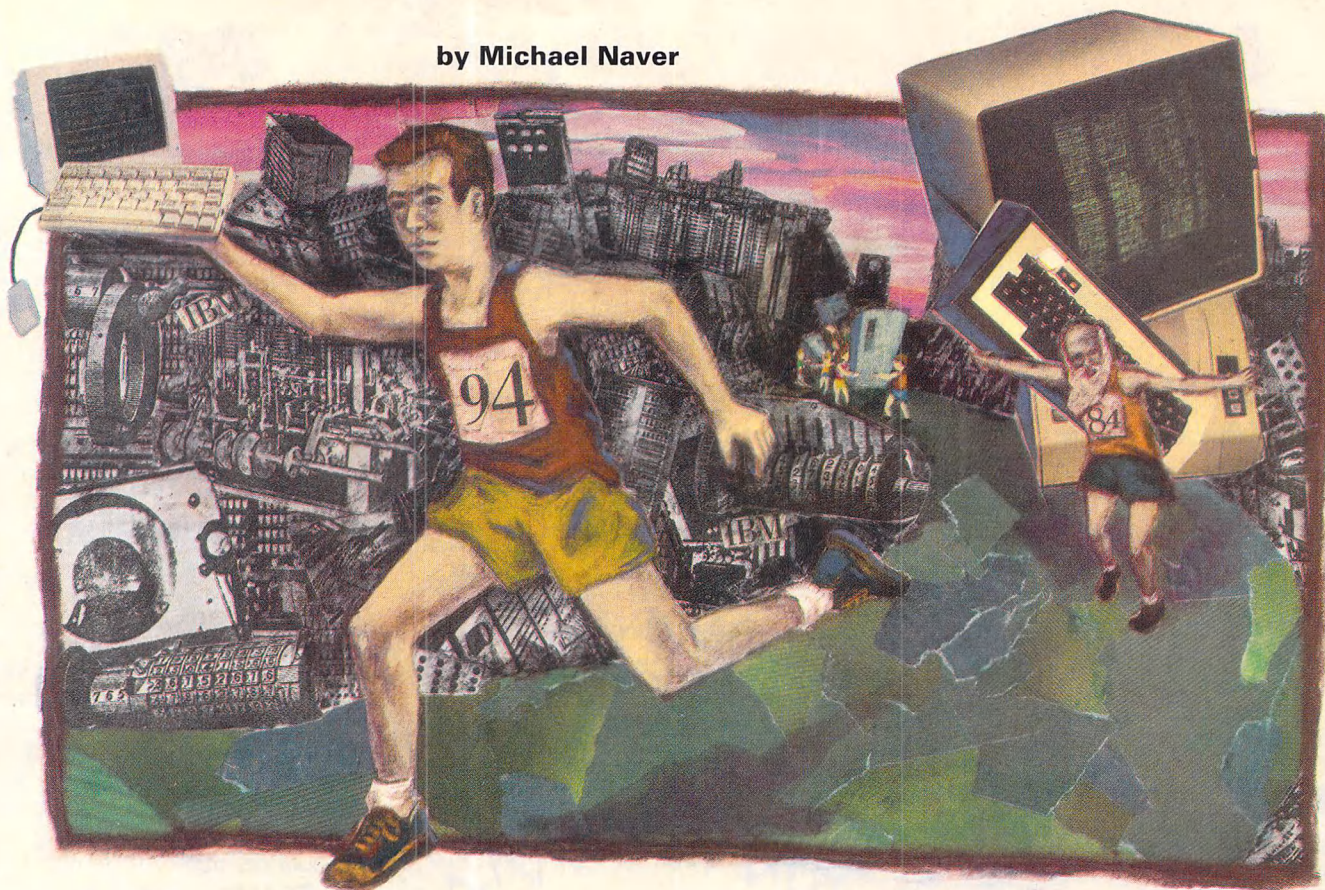
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The ATTITOOONS CD-ROM is a unique collection of five different full length CARTOONS that combine both video and sound. See your favorites such as Casper the Friendly Ghost, Herman the Mouse, Humpty Dumpty from Max Fleisher and more. All you need is a CD-ROM drive and Windows as we include Microsoft's Video for Windows FREE.

Media: CD-ROM

by Michael Naver



Ten Years of PC Progress

► IBMNET celebrates a decade of helping users help themselves.

Questions posted 10 years ago by members of IBMNET forums reflect a now bygone era in personal computing.

Which operating system is better, CP-M or this new MS-DOS?

Is there a word processor I can get without all these complicated control-key commands?

What about the new hard disks? How do I add one to my system?

Back then, a mouse was a pest you set traps for, and windows were something people hated to wash.

What a difference a decade makes. IBMNET forum managers remember those days with nostalgia as the forums mark their 10th anniversary on CompuServe this year. The prior 10 years saw the dawning of the age of the personal computer, and veteran IBMNET members witnessed the creation of ever faster and more powerful computers. Along the way they watched MS-DOS develop from version 1 into version 6.x; saw the arrival of the Microsoft Windows and OS/2 operating environments; and traded messages about an ever growing cornucopia of applications software.

To chief IBMNET sysop Don Watkins, the most dramatic change was the growth of PC power itself. "We've moved from what seemed like dinky machines with crude graphics to very fast machines with huge hard disks and sophisticated graphics," he

says. "And software changed because the hardware allowed it to change. We wouldn't have Windows today if we were still on machines with 8088 processors and 20MB hard-disk drives."

Such changes led to new ways people use their computers. "We're more networked now, and we're more insulated from the machines than we used to be," Watkins adds. "Machines come pre-loaded with Windows and applications software, so they're not as personal. But they're a lot easier to use."

As the PC industry grew, so too did the forums that served it. When IBMNET began in 1984, the original IBMSIG (launched a year earlier) was renamed the IBM Professional Forum and was joined by a second forum, the IBM Novice Forum. The volume of messages back then was about 200 a day, compared with about 1,400 today.

Many forum members credit the efforts of IBMNET sysops such as Watkins for the growth and success of the forums. Watkins, who still has the original IBM PC he

bought in 1982, describes his sysop team as "experienced and patient. It takes a special person to answer the same questions 300,000 times. They are very thorough, especially in the library areas."

Sysops test files contributed by members to make sure they install and work correctly. For example, library sysops Ray Tackett and Jim McNulty check files for viruses, copyright legality, and basic functionality. They also watch for uninvited commercialism—"Occasionally I pull advertising messages out of public view," says Tackett. Advertising in forums has long been a no-no.

Tackett says he draws on experience as a computer-science teacher to make complex technical information understandable to forum members. This knack is equally important in IBMNEW, where sysop Holly Henry-Pilkington answers questions posted by new members. "What makes IBMNEW seem so welcoming to new users is that both members and sysops work quite consciously to keep the ex-

COMPUTING SERVICES

Where to GO

Focus User Group Forum
GO FUSE

IBM Bulletin Board
Forum
GO IBMBS

IBM Communications
Forum
GO IBMCOM

IBM Hardware Forum
GO IBMHW

IBM New User's Forum
GO IBMNEW

IBM Systems/Utilities
Forum
GO IBMSYS

OzCIS Support Forum
GO OZCIS

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
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changes from intimidating beginners," she says.

Henry-Pilkington understands the mindset of her forum members, having started on CompuServe as an IBMNEW member herself five years ago. "Gradually," she says, "as my expertise increased, I found myself answering more questions than I was asking."

Founding sysop Watkins, she says, "was very helpful to me when I was new online."

When I thanked him for his help, he expressed his philosophy that the best way to repay him was to 'pay it forward' by helping other users. For me, that became the spirit of IBMNET."

As IBMNET's archivist, Steve McCoy sorts forum messages into threads and uploads them to libraries. The next time a forum member needs an answer on a particular subject, he can read or download the message thread from the library. McCoy also answers ques-

tions in IBMHW, IBMBS, and IBMCOM. His philosophy on the forums: "Since IBMNET is a user group, I try to remain unobtrusive as a sysop. I generally leave questions alone and let users answer them. But if I find questions unanswered, I'll usually take a shot at answering them."

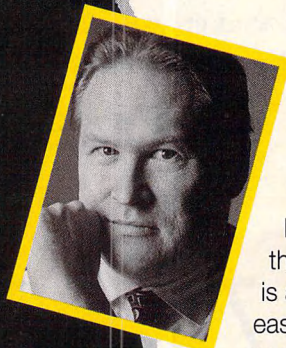
Jim McKeown, a sysop and active IBMNET member since 1986, spends much of his online time in IBMCOM providing information on Autosig, the oldest CompuServe auto-access, auto-navigation program. McKeown, who programmed most of the revisions in the latest Autosig release, also assembles monthly summary catalogs of IBMNET library files by condensing the megabytes of library information into one-line descriptions of files. "I observed that one-line file summaries in libraries would be helpful to people who were just looking for brief descriptions instead of longer ones," says McKeown. "I got talked into doing that and I'm still doing it today."

Each forum's "General" library has two catalog files listing all files in that forum's libraries. One file, NEWSUM.ZIP (in IBMNEW, for example), is the version with one-line descriptions; the other, IBMNEW.ZIP, has the longer descriptions. Both are in compressed ("ZIPped") form.

Other members of the sysop team are Chris Dunford, who answers questions throughout IBMNET; Steve Sneed, the main OzCIS Support Forum sysop and compiler of longer descriptions of library files; and Mike Bessey, primary sysop in vendor forums and a sysop in the OzCIS Support Forum.

The dedication of these behind-the-scenes players illustrates one aspect of the forums that hasn't changed over the years—its sense of community. Forum members past and present tell of giving and receiving valuable computer tips, as well as forming friendships online. "What I enjoy most about IBMNET is

COMPUTING SERVICES



John C. Dvorak

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the amiable, hype-free, sharing atmosphere. It's like a friendly tavern after work," says library sysop Tackett.

Jim Scheef, now an administrator in the Focus User Group Forum, was working in mainframe systems development in 1984 when he joined IBMNET to learn about PCs, a niche his company was starting to pursue. "I just followed interesting message threads and applied the knowledge to my work," he recalls. "As time passed I found that I could answer questions on some topics while I asked questions on others. I realized that sharing was what made a forum work."

Iain Noble, a university librarian in Middlesbrough, United Kingdom, checks IBMCOM for information on networking CD-ROMs and other communications issues. When he had problems installing an internal modem in his PC, for example, forum members suggested software to test COM ports. "The forums help me by the sheer number of like-minded members," he notes. "Many are just plain users like me and understand the problems of making sense of manuals."

But there's more to IBMNET than just technical guidance, says Noble. "Many people I have met in the forums have become real online friends. I have a cork board covered in pictures of families, pets, and homes from my online correspondents."

Another Brit, Colin Younger, a computer programmer in Southsea, Hants, is part of the volunteer support team on the OzCIS Support Forum. "One of the most rewarding aspects is to help new users install their copy of OzCIS and show them how to tap the full power of CompuServe," he says.

For some members, the online community offers more than their own local neighborhoods. Edward Lutz, an owner of a computer-service business, has little in common with his Oklahoma neighbors as far as his computer interests go, so he thinks of his fellow IBMHW members as his extended family who help solve problems and keep him abreast of recent advances. When he needed to add a hard drive to an old Compaq '386, a fellow member pointed him to a utility file in a forum library that could update the machine's BIOS.

Ted Davis, a Missouri electronics technician, uses IBMSYS and IBMHW to learn more about hardware platforms he supports at his office. Now he mostly answers questions from other members, "but a lot of what I pass on was learned from earlier messages in the same forums." Davis often refers members to the "truly excellent" utilities collection in the IBMSYS libraries. Among those he finds most useful are F-PROT.ZIP (Library 3, "General Utilities"), a virus checker, and PK204G.EXE (Library 6, "File Utilities"), a popular file-compression program.

What's to be expected during IBMNET's next 10 years? Besides chalking up another anniversary, members can look forward to the forums' keeping up with continued advances in PC hardware and software. In terms of operating systems, whatever lies ahead—whether it's Chicago, a new DOS, or

even the end of MS-DOS—IBMNET will be there to help members cope with the change.

"We'll continue to be an independent resource where people can get together and make things work," says Watkins. "Having this big pool of members is a strong asset for

answering any problems that might come up." ☐

Michael Naver of Baltimore, Maryland, is a freelance writer on technology applications for business. His CompuServe User ID number is 76004,2242.

See "Downloads From IBMNET," page 30.

IBMNET and IBM Online: Understanding the Difference

CompuServe's IBM PC support comes in two flavors: user-supported and official support from the company.

The core of IBMNET's user-supported gathering places includes these self-explanatory areas: Communications (GO IBMCOM), New User's (GO IBMNEW), Hardware (GO IBMHW), Systems/Utilities (GO IBMSYS), Applications (GO IBMAPP), Bulletin Board (GO IBMBS), and Programming (GO IBMPRO) forums.

IBMNET also includes the OzCIS Support Forum (GO OZCIS) for users of the popular CompuServe auto-access, auto-navigation program; the ASP/Shareware Forum (GO ASPFORUM), a forum set up by the Association of Shareware Professionals for shareware authors and members trying to locate particular shareware; the General Computing Forum (GO GENCOM), housing a variety of computer professionals' associations dedicated to the dissemination of information, support, software, and discussions relating to the computer industry; the LAN Vendor Forum (GO LANVEN), including vendors of network products; and the 11 PC Vendor forums (GO PCVEN*, where * is one of the letters A through K), each of which is home to vendors of a variety of PC hardware, software, and peripherals.

Official company support can be obtained through the new IBM Online (GO IBM), an umbrella of services that includes the 16 IBM Corporation support forums; a "Hot off the Press" news area with press releases about new products and promotions; Marketing Programs information about IBM's Developer Assistance and Certification programs; an "Education/Training" section allowing sign-up for technically oriented classes and conferences; announcements of IBM-sponsored events and shows for businesses; and an "Online Shopping" option listing special product discounts and sales promotions.

—MN

Tips on Using the IBM File Finder

With thousands of files available for downloading from IBMNET, forum members need a road map. CompuServe provides one: IBM File Finder (GO IBMFF).

File Finder is a keyword-searchable database that provides quick reference to programs and other files in the libraries of IBMNET and many other PC-and-compatibles-related forums (including Microsoft's support forums and the PC Vendor forums). All are free or low-cost shareware.

File Finder searches for files by seven search criteria: topic keyword, file-submission date, forum name, file type, file extension, file name, or submitter's User ID. When a match is found, File Finder displays a name and description of the file, and the name of the forum where the file can be found. If a search yields too many matches, it can be narrowed; if too few, then broadened.

The most common search strategy is by keyword, since most know the kind of file they're looking for but don't have other information about it.

Keywords are provided by the file submitter as a capsule description. Up to three keywords can be entered in a search. Experienced users recommend that file summaries be read in forum libraries to get a feel for the kind of key-

words used.

For example, IBMNET sysop Holly Henry-Pilkington suggests a strategy to find a game file. If it's a Windows-based program, she uses WINDOWS (upper- or lowercase) as one keyword, GAME as another, and, finally, a keyword that specifies the type of game, such as ADVENTURE or ARCADE. This will produce a list of file "hits" from which selected games can be downloaded.

Another way is to use root words. If the goal is to find a screen saver, entering the keyword SCREEN will bring up files with "screen saver" in the name. If the search then is narrowed by submission date, a listing of recent uploads results.

Those with newer versions of CompuServe Information Manager software (CIM), including DOSCIM 2.0 or higher and WinCIM, can download files directly from File Finder. Also, users of DOSCIM (but not WinCIM) can mark and download multiple files in File Finder. Users of other communications software must download files from the host forum.

"CompuServe Magazine's Featured Files," listing all IBMNET files included anywhere in the magazine's current issue, can be accessed from the File Finder main menu.

—MN

All-Time Faves: Top Downloads From IBMNET Forums

Of the thousands of free and low-cost shareware files available to download from IBMNET forums, here's a "top three" selection from each of the main forums.

Applications Forum (GO IBMAPP)

Discussions of "core" applications for the PC: word processing, database management, business and personal accounting, business graphics, desktop publishing, and educational software.

Image Printer—View and print graphics images in GIF, PCX, and TIFF formats on dot-matrix and laser printers. Shareware. Library 10, "Graphics," VUIMAG.ZIP (118,272 bytes).

VGA Utility—Captures and converts VGA/EGA graphics files. Shareware. Library 10, VGACAP (8,000 bytes).

Paint Processor—256-color paint/image processor/conversion. Links MVGAVU and VGAFIL to view or encode GIF/PCX/BMP/TGA images. Shareware. Library 10, VGACAD.ZIP (341,882 bytes).

Bulletin Board Forum (GO IBMBS)

Contains bulletin-board programs, utilities, and discussion of issues concerning bulletin-board operators and users.

Windows BBS—PowerBBS for Windows v3.4 features FAX/DATA detection. Library 1, "BBS Programs," PBBS34.TXT (3,846 bytes).

800 Numbers—A list of nongovernmental BBS telephone numbers, all of them toll-free calls. Library 7, "BBS Listings," 800TEL.ZIP (7,892 bytes).

BBSs Everywhere—A free monthly publication of BBSs around the world. Generic text file with tab-delimited fields. Library 7, THELIS.ZIP (57,065 bytes).

Communications Forum (GO IBMCOM)

Covers communications programs and hardware. Libraries contain public-domain and shareware communications software, including Autosig, a free CompuServe access program.

Autosig—Version 6.9a executable program file. Read ATOSIG.REQ before downloading. Library 1, "Autosig," ATOSIG.EXE (134,881 bytes).

User Manual—Autosig user manual, version 6.x. Self-extracting file. Library 1, ATODOC.EXE (70,827 bytes).

Digiterm—Windows-based data-communications program. Emulates popular terminals and supports major file-transfer protocols. Shareware. Library 3, "Comm. Programs," DIGTRM.ZIP (448,988 bytes).

Hardware Forum (GO IBMHW)

Contains reviews and other comments on hardware, plus diagnostic programs and hardware utilities (printer utilities, disk managers, special video programs).

Disk Drives—How to install second hard drives. Comments on Seagate and File Card drives, plus fixes and tips. ASCII text file. Library 1, "Disk/Disk Utilities," HD.TXT (10,485 bytes).

Tape Driver—ASPTAPE is an installable driver for SCSI tape drives, accessed through the ASPI protocol. It emulates the UNIX mt driver. Shareware. Library 14, "Tape," ASTAPE.EXE (57,977 bytes).

Tape Backup—PCTAR is an implementation of the UNIX TAR utility. Can be used to back up DOS systems, archive files, and exchange data among DOS and UNIX systems. Library 14, PCTAR.EXE (28,236 bytes).

New User's (GO IBMNEW)

If you're just getting started with the PC or with CompuServe forums, you'll get fast responses to your questions and find special files that will help you get the most out of CompuServe.

Download Help—How to use download protocols. Explains file types, such as ARC, ZIP, etc. Library 1, "Library Help," LIB.HLP (31,770 bytes).

Extract Files—PKZIP/UNZIP creates and unzips all ZIP files. Self-extracting file: download and run from the DOS prompt. Shareware. Library 2, "Library Tools," PK204G.EXE (202,574 bytes).

Bird Screen Saver—A three-dimensional animation of a white bird flying endlessly over a forest at night. Your viewpoint changes as you swing around the bird in a great arc. Requires a '386 machine with VGA graphics. Shareware. Library 5, "Games," BIRD26.EXE (112,168 bytes).

Programming Forum (GO IBMPRO)

If it concerns programming for the PC, it's in this forum. Assemblers, source code in a variety of languages, and help from fellow members can be found here. For experienced programmers, but also contains hints for beginners.

Protected Mode—Run 32-bit protected-mode DOS programs with Borland C++ 4.0. Library 3, "OS Services," BOR32.ZIP (36,864 bytes).

Compilers—From the Internet, the latest list of free compilers and language utilities available from FTP sites. Library 6, "Tools/Debuggers," FREECM.ZIP (86,974 bytes).

VGA BIOS Extension—UniVBE 5.0 is the Universal VESA BIOS Extension (VBE) driver. It automatically detects your type of VGA card and makes it compatible with the latest VESA BIOS standards so that all of your games, applications, and utilities will work correctly. Library 12, "VESA," UNIVBE.ZIP (390,924 bytes).

Systems/Utilities Forum (GO IBMSYS)

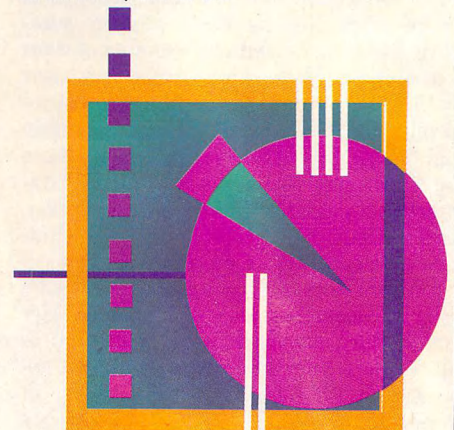
Look here for the latest in general utilities and information on operating systems and environments available for the PC, including multitasking and OS/2. Libraries contain utility programs.

Boot Manager—A multiple config.sys/autoexec.bat file manager. Provides menu-driven file installation of up to 25 different configurations in text screen. Library 1, "DOS Utilities," CNFG4.EXE (87,626 bytes).

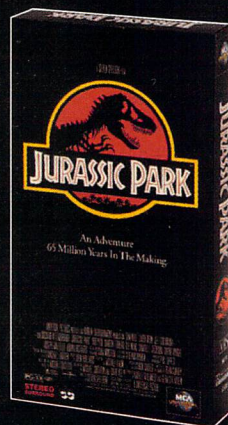
WinZip—Brings the convenience of Windows to file extraction. Supports ARJ, LHA, and ARC compression formats plus most virus scanners. Shareware. Library 6, "File Utilities," WINZIP.EXE (275,696 bytes).

Compression Shell—Supports ZIP, LHA, ZOO, ARC, ARJ, SQZ, PAK, UC2, and HAP compression formats. Library 6, SHEZ.ZIP (255,691 bytes).

You can get a current list of the most popular files in each IBMNET forum in Library 0, "General," of that forum. Download the file TOPXXX.TXT. For example, in Library 0 of IBMNEW, the file is TOPNEW.TXT. In IBMHW, it's TOPHW.TXT, and so on.



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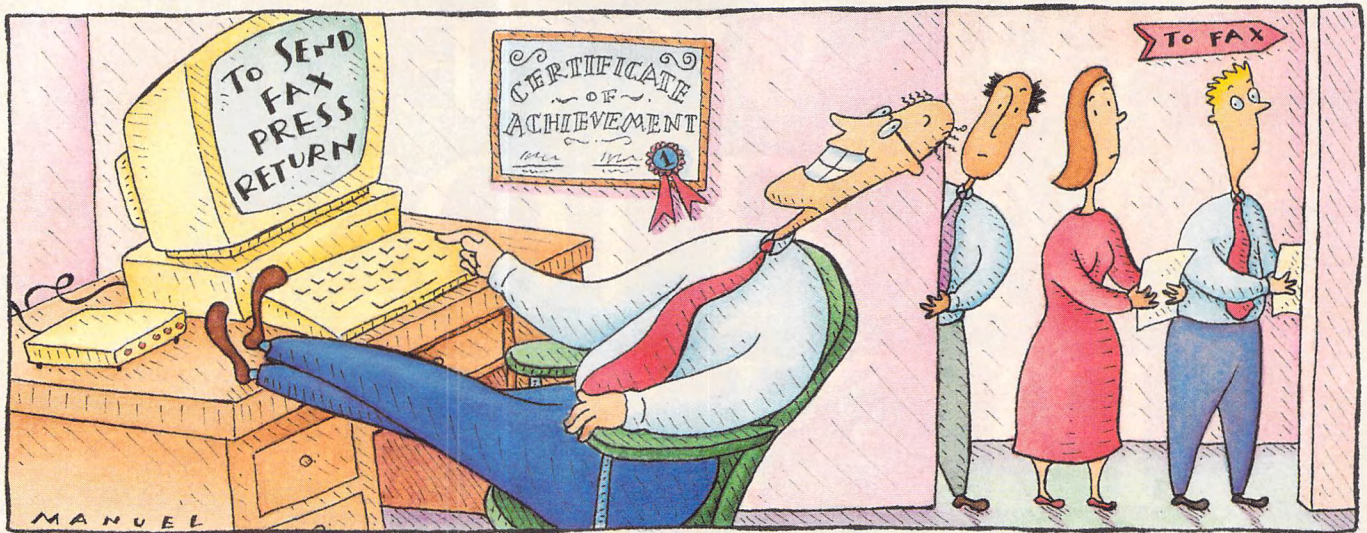
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Fax From the Desktop

PERSONAL ENTERPRISE

Where to GO

Delrina Forum
GO DELRINA

IBM Applications Forum
GO IBMAPP

IBM Hardware Forum
GO IBMHW

IBM New User's Forum
GO IBMNEW

Telecommunications
Forum
GO TELECOM

► **Businesspeople trapped in line to use "the machine" are finding fax software a real wait saver.**

Computer faxing is the biggest no-brainer in office technology today. Why stand in line at a fax machine to send four copies of the same document to four different recipients? With a fax modem and the necessary software, users can call up a dialing directory, click on the appropriate destinations, and initiate the sending process. While the sender moves on to another task, the faxes go out in the background, unnoticeable except for the twinkling of modem lights.

No wonder many CompuServe members, always looking for ways to increase their efficiency, have embraced this technology. Take Stewart Morris, Delrina Forum member and a home-based management recruiter in Los Angeles. He equipped his stand-alone PC with Microsoft Windows and Delrina Corporation's WinFax PRO software. He likes the software's ability to archive faxes in directories and to forward documents as needed along with any number of cover-page options. His laser printer is the output device, for all intents and purposes a high-quality, plain-paper fax machine. "If I want to send descriptions of open positions to several professional organizations or outplacement offices, I create the document and load the recipients into a group in my onscreen address book," he says. "I type a note on my pre-created cover sheet, click on 'Send,' and go on to the next project. Each recipient gets his or her own cover page with name and other information along with the document."

Fax modems often come with bundled software, but there are substantial benefits to buying a stand-alone program. Most off-the-shelf packages allow users to preview

faxes before sending them, annotate already received faxes with personal comments and forward them, and create cover sheets. Many also keep detailed logs of faxes sent and received and create searchable phone books; some even use optical character recognition to turn incoming faxes into a format a word processor can read.

Packages such as WinFax PRO and its cousin Fax PRO for Macintosh, as well as Eclipse Systems' Eclipse FAX and Intel Corp.'s FAXability Plus/OCR, fit the needs of anyone with heavy-duty faxing needs. In fact, the number of companies offering fax software, many with support areas on CompuServe, has mushroomed. (See "Online Fax-Software Support," on p. 34.) With the price of fax modems now well below \$300, the buyers' challenge is to decide which of these programs to use and determine the best ways to make computer fax work in their business. After that, a little experience quickly brings them up to speed.

Birmingham, Alabama-based financial planner Hank Laws says fax software is a key tool in his operations. By allowing users to fax documents directly from a hard disk without printing them out first, the software saves time. "Getting a letter to a client today rather than next week has improved my business," Laws says. "I write the letter in my word processor and then simply 'print' it to my fax software rather than to a printer. I expect to use this form of communications much more." When questions arise, he turns to the IBM Applications, IBM Hardware, and IBM New User's forums for help.

Paul A. Gilster is a full-time freelance writer in Raleigh, North Carolina. He is the author of The Internet Navigator and Finding It on the Internet. His CompuServe User ID number is 75300,2523.

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Table of Online Fax-Software Support

Product	Vendor	Online Address	Library
Alcom LanFax	Alcom Corporation	PC Vendor H Forum (GO PCVENH)	14 ALCOM
BitFax Professional	Bit Software	PC Vendor J Forum (GO PCVENJ)	11 Bit Software
FAXserve	Cheyenne Software	Cheyenne Software Inc. Forum (GO CHEYENNE)	
CompuServe Mail Fax	CompuServe	CompuServe Mail (GO MAIL) ¹	
WinFax PRO	Delrina Corporation	Delrina Forum (GO DELRINA)	
Futurus TEAM DOS/Windows	Futurus Corporation	PC Vendor G Forum (GO PCVENG)	8 Futurus Corporation
GammaFax Communications Software	GammaLink	PC Vendor D Forum (GO PCVEND)	11 GammaLink
SatisFAXion modem line	Intel Corporation	Intel Forum (GO INTELFORUM)	8 Fax and Modems
HotFax/QL DOS	Smith Micro Software Inc.	Smith Micro Forum (GO SMITHMICRO)	6 HotFax/QL DOS
FaxWorks	SofNet	PC Vendor G Forum (GO PCVENG)	4 SofNet
Foxy Faxer	Tech III	PC Vendor D Forum (GO PCVEND)	4 Tech III
DataFax	Trio Information Systems	Windows 3rd Party F Forum (GO TRIO)	3 Trio Info Systems
Various	Various	IBM Communications Forum (GO IBMCOM)	4 FAX
Various	Various	Mac Communications Forum (GO MACCOM)	6 FAX
Various	Various	Telecommunications Forum (GO TELECOM)	17 Fax and FaxBios

¹ Enter "?," then "fax" to generate a help screen

The letters Laws sends can be composed using a template that includes his letterhead and is formatted with his word processor's tools. Thus the fax modem can also be used like a remote printer; this requires simply changing the printer selection in the word processor (users can fax from other kinds of software the same way, such as a spread-

sheet program). Most fax software requires such a switch from printer to fax modem, although the trend is toward integrating the fax option into a variety of software applications to avoid a multistep faxing process.

Another benefit of computer faxing is that it doesn't tie businesspeople to their offices. When trial lawyer and Delrina Forum mem-

ber Harold M. Goldner of Philadelphia, Pennsylvania, traveled to Los Angeles to take depositions for a case, he took a laptop computer equipped with an internal fax modem. During the flight he wrote questions for the upcoming depositions, and once in Los Angeles he faxed his material from the laptop to the hotel's fax machine, thus retrieving hard copy for use in the next day's sessions. Goldner also appreciates the speed provided by fax software. "I use a fax," he adds, "when a document absolutely *has* to be there overnight."

If fax software has a downside, it's the result of certain demands of the technology. To receive incoming faxes, for example, users need to keep both computer and fax modem on 24 hours a day, unless they're content to be reachable by fax only during certain hours. Many CompuServe members say they avoid this problem by maintaining a stand-alone fax machine for incoming faxes while using fax software for all computer-generated outgoing documents. This solution, however, removes one of fax software's major benefits, the ability to archive incoming faxes and maintain them for subsequent forwarding, annotating, or printing.

Faxing an already printed document via computer requires a scanner, a separate hardware device, to turn the text into the kind of image fax software can manipulate. Most fax software supports such scanning, but before making a major equipment purchase, users should evaluate how much of their usage involves faxing already printed material relative to faxing from their computers.

Another problem has to do with overly ambitious software. An incoming fax is stored on disk as a bit-mapped image, meaning that, as with a graphical image, it can't be edited with a word processor. To make the conversion, most fax software offers optical character recognition, which reads the fax and attempts to convert it into an ASCII file.



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
The different fax packages vary in their OCR capabilities, but none has so far demonstrated flawless performance. As Delrina Forum member Louis Lazarus puts it, "OCR would be of enormous benefit if it worked with any degree of accuracy, but it doesn't."

Lazarus's wife, Vivienne, offers a camera-ready typesetting service from their home in Daventry, United Kingdom. Because most of the incoming information consists of typed data, the ability to convert these readily into editable text would be extremely useful. But tests Louis ran, including trying OCR on the electronic fax-registration form that came with his software, failed to impress him. "The result was abysmal. I would have had to retype most of the form to convert it to an accurate textual representation," he says.

Skeptics might question, in fact, whether electronic mail doesn't hold a considerable advantage over fax because e-mail is digital to begin with. "When you need to move a live file, e-mail is the clear choice," says Telecommunications Forum member Richard Milewski of Sunnyvale, California, whose RamPage Publishing produces *Fax Access*, a newsletter specializing in advanced Windows fax applications. Milewski points out, though, that the choice between e-mail and fax is simply not an either/or situation.

Faxing is relatively simple—"All you need to know to send a fax is the fax number, and that it is a fax number," Milewski says—whereas e-mail brings the user up against incompatible systems that require gateways to connect a small office network to a variety of e-mail systems. E-mail also restricts the user to straight ASCII characters, limiting the form of document that can be transmitted. "With a fax, what I send on my end is always what pops out the other side," says Milewski. "Got a diagram? Fax it."

Fax software is being put through its paces in more business settings than ever. With developers fighting for market share by adding features to their products, the search for the perfect fax-software environment is a lengthy one. At Southfield, Michigan-based Campbell Services Inc., developer of a scheduling program called OnTime, employee Ben Forta works with a fax server that provides outbound faxing for users of the network by a fax-on-demand system. The system also receives faxes on the server; they can then be printed out on a laser printer for distribution.

The best application? "There are many good options," Forta says, "and the choice varies based on the requirements. But the best is one we're all still waiting for, an application that requires no regular maintenance, has voice integration built in, performs intelligent inbound routing, and other requirements." Even so, Campbell Services has found that computer fax has already helped substantially in sales and technical support. Clearly, companies are advised to make the fax move now so they're prepared when the perfect product arrives. 

See "Read More About It," page 36.

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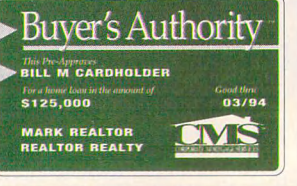
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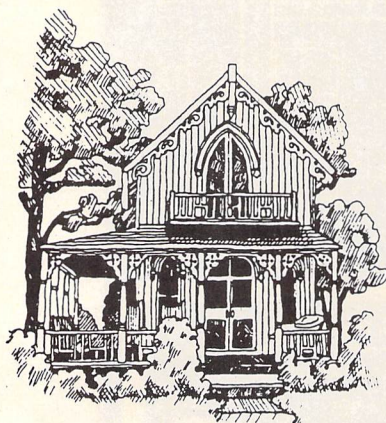


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Computer Database Plus (GO COMPDB) is loaded with useful information about computer faxing. Here are a few pertinent articles. You can search for more by using keywords such as FAX, COMPUTER, and SOFTWARE.

"Fax Support and a Bold New Look" (review of Procomm Plus 2.0 for Windows). *Windows Sources*, August 1994. Reference #A15558917.

"Delrina Fax PRO for Macintosh 1.5 and FAXstf 3.0" (review). *MacUser*, July 1994. Reference #A15380882.

"An Old Favorite Gets a Major Face-lift" (review of Delrina Corp.'s WinFax PRO 4.0). *Windows Sources*, July 1994. Reference #A16000038.

"V.fast Class Modems" (review of five fax modems). *InfoWorld*, July 11, 1994. Reference #A15573513.

"WordPerfect Brings Comm Software to Main Street" (review of ExpressFax+ 3.0 for Windows communications software). *PC Magazine*, June 28, 1994. Reference #A15509655.

"Data Trafficking Woes? Here Come the Solutions" (test results for seven fax modems). *PC-Computing*, June 1994. Reference #A15370708.

"No-Frills Faxing Goes Professional" (Bit Software Inc.'s BitFax Professional 3.0 for Windows). *Computer Shopper*, May 1994. Reference #A15093615.

"Easy Does It With SofNet's FaxWorks Pro LAN" (review). *PC-Computing*, May 1994. Reference #A15092067.

"Link Your LAN" (reviews of fax software). *Computer Shopper*, May 1994. Reference #A15095087.

"The Straight Fax: Windows Fax Programs" (reviews). *Computer Shopper*, May 1994. Reference #A15096811.

"Mirror-Fax Can Make Startups Look Big; Fax Software Offers Voice Mail, Fax Send/Receive, Automatic Fax-Back." *PC Week*, May 23, 1994. Reference #A15388322.

"Whoever Dies With the Most Toys . . . : From the Front Lines of Technology Convergence." *PC-Computing*, April 1994. Reference #A15048769.

"Overcoming Inertia: Once in Motion, Computer-Based Fax Can Propel Shops to Savings." *Midrange Systems*, Apr. 15, 1994. Reference #A15316656.

"From Data to FAX, Vendors Find a Niche and Fill It." *Computer Shopper*, April 1994. Reference #A15044093.

"FAXserve 2.0 Can Be Used With E-Mail Systems and Word Processors" (Cheyenne Software Inc.). *InfoWorld*, Mar. 21, 1994. Reference #A15077223.

"Improving Communications Software Bit by Bit" (Bit Software's BitFax Professional for Windows 3.0). *PC Magazine*, Mar. 15, 1994. Reference #A15061938.

"Cut the Deck: Speech/Voice Recognition and Fax Are Hot Stuff." *Teleconnect*, March 1994. Reference #A15065995.

"Huge Fax/Modem Growth Seen" (computer-based fax systems gain popularity). *InfoWorld*, Jan. 17, 1994. Reference #A15022724.

Travelers' Reality Checks

► Frequent-flying types offer tips on hitting the road harmlessly.

Darrel Raynor has suffered nearly every indignity that business travel can dish out. His luggage has been mangled and lost; he's made more sprints through airport terminals than he cares to remember. It's enough to park a businessman at home for good.

But lately, Raynor, president of Plano, Texas-based consultant Analysis & Results Inc., has learned to minimize the risks of doing business on the fly. One solution: he books his own flight reservations, rather than having his clients arrange them for him. Although Raynor's clients usually pay for his flights, he prefers to arrange connections that allow some breathing room.

"I want to concentrate on business, not on the process of traveling," he says. "If I schedule too closely, I am constantly on edge." His system seems to work—he flew more than 50 times in the last 10 months with little hassle.

Business travel is no vacation—that's the word from seasoned road warriors such as Raynor who frequent CompuServe's travel-related forums for ideas that make business travel more efficient and enjoyable.

When Travel Forum member Christine Wu got a job that required trips as hectic as four cities in 10 to 14 days, she posted a message seeking survival secrets and travel tips from the forum's veterans. Her question generated so much discussion, the thread was archived in the file BIZNES.THD in the Travel Forum's Library 1, "General Interest." (See "Files on Business Travel," on p. 38.)

The advice she found most useful? To try to fall asleep on an airplane as soon as carry-ons are stowed and the seat belt is latched. "It may be considered by some to be antisocial," says Wu, "and a waste of a possible networking opportunity. But when you spend so much time getting from one place to another, the extra sleep does make a difference in your ability to function when you've landed."

Airline antics may be the most common source of Travel Forum members' frustration, and according to Raynor, cooler heads prevail. If his scheduled flight is canceled, for example, instead of clashing with a gate attendant, he

finds the nearest airport pay phone and calls the airline's toll-free number. Usually he's able to book a new flight while other stranded travelers are still standing in the ticket line.

Flying in coach class presents its own set of problems, which Tim Perkins grudgingly learned to deal with. Perkins, whose job with a high-tech British manufacturer has taken him to more than 40 countries, gave up business class recently when company finances forced him to sit in coach—or "the zoo," as he calls it. His solution is to book a seat in an emergency exit row, which provides extra legroom for his six-foot, two-inch frame. (Be forewarned: airlines require that persons sitting in emergency exit rows be able and willing to assist passengers in the event of an emergency.)

The best tip Travel Forum member Fernando Gelbard has for frequent flyers is to stay in a good hotel once they've landed. "If you go to a foreign country and end up in a dive, you'll feel crummy and won't be able to do what you want to do," says Gelbard, an industrialist and former ambassador from Argentina. His hotel-room requirements include a small refrigerator with soft drinks; cable TV to watch CNN; a bathroom telephone; a free in-room newspaper; unblocked telephone access to AT&T, MCI, or Sprint; and 24-hour room service. "Jet lag makes you hungry at odd times, so a sandwich at 4 A.M. may be really welcome," he says.

Because hotel rooms often function as both office and sleeping quarters, rooms with specially designed work areas rank highly among Travel Forum members. "Most hotels are still not set up for business travelers," says Robin Garr, an activist for a nonprofit organization who spends at least one week a month on the road. "The phone will be on one side of the room, the desk on the other, and you'll be sitting hunched over on the bed because that's the only way you can get the modem plugged in."

Because he depends on his laptop computer for sending work-related e-mail, Garr always travels with an extension cord and extra-long phone line. For travel in the eastern U.S., Garr says, Red

Roof Inns' "Business King" rooms are well suited because they contain large work desks and modem-friendly phones.

Convenience, however, is just one of many considerations, especially for globe-trotters such as Gelbard. In international business, understanding local customs can mean the difference between sealing or killing a deal. Gelbard suggests seeking advice about different countries' social conventions from members in the International Trade, Japan, and European forums, among others.

"In Argentina and Uruguay, for example, it is considered in bad taste to arrive on time for a dinner invitation at someone's home," says Gelbard. Who better to spare you from an embarrassing situation than someone who lives in the country you'll be doing business in?

Online sources have been known to offer more than simple cultural dos and don'ts to anxious travelers. Garr, who's also sysop of the Bacchus Wine Forum, says loneliness is

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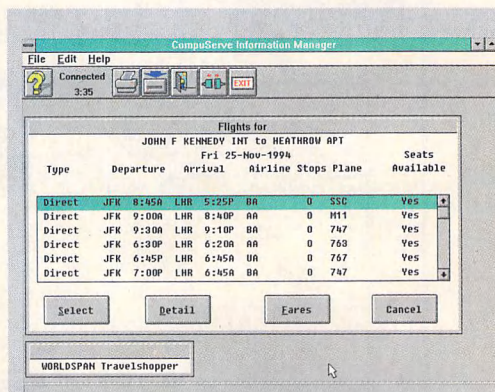
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one of the most difficult aspects of business travel, and he turns to CompuServe to find pleasant diversions for his off-work hours. "I've made pals online who'll meet me for dinner," says Garr, who also gets advice from his numerous forum friends on hotels, restaurants, and sights to see when visiting a particular city.

A recent survey of tips in CompuServe's Travel Forum uncovered lots of insider information for the business traveler. Here are a few examples:

- To ensure enough space in the coveted overhead bins for your carry-ons, stand in the boarding line before your row is called, says Toronto-based banker Eric Davitt. For instance, if your seat is in row 15 and the airline is boarding rows 21 to 36, join the end of the line. By the time your row is called, you'll be at the head of the line.
- Use the earplugs that some airlines provide. They help muffle conversations and jet-engine noise. If they're not offered, be prepared for your next flight by purchasing them at a drugstore.
- Send presentation materials, handouts, and other meeting supplies ahead of time, says Maggie Murphy of Pleasant Hill, California, who runs her own consulting business. Do this far enough in advance to be sure the materials have arrived. If not,

you still have time to remedy the situation.

- Many travelers avoid lost luggage by bringing only carry-on bags. If you must check baggage, choose hard-sided suitcases. "Often, thieves simply cut soft-sided luggage with a knife," says Murphy.
- Try to schedule flights to avoid heavy travel periods. Flying early is better than flying late. "If you always take flights before 7 A.M. on Tuesday or Wednesday, you can usually enjoy the comfort of an airplane to yourself," says Garr.
- Some countries place import restrictions on portable computers. To find out where, post a message in one of the computing, business, or travel-related forums to find out what restrictions apply. Because some laptops are heavy enough to stress out shoulders and arms, Don Ewart, who works for a Schenectady, New York-based engineer consulting firm, relies on an HP100LX palmtop computer. "It fits in my shirt pocket, is easily used to prepare reports and expense records aboard airplanes, and allows me to log onto CompuServe anywhere in the world," he says.

Joe Mullich of Norristown, Pennsylvania, writes about a wide range of business and technology issues. His CompuServe User ID number is 73734.1135.

If domestic or international travel is part of your job description, the following useful files are just a few of those available in CompuServe forums that may help make your next trip easier.

California Forum (GO CALFORUM)





Business Travel—This panel conference provides insight into business trips to California. Library 12, "CA Today," TRIPCA.TXT (9,535 bytes).

International Trade Forum (GO TRADE)

U.S. Embassies—Part of a series, this provides contact information for American embassies throughout the world. Library 4, "Starting Out in IT," GUIDE.018 (40,820 bytes).

Travel Conditions—Guide to travel conditions in Russia from the U.S. Department of State includes entry requirements, medical facilities, crime information, import restrictions, and travel tips. Library 13, "Business Travel," TCRUSS.TXT (10,190 bytes). (Also available are files listing conditions for African, Middle Eastern, Southeast Asian, and European countries; search Library 13 using the keyword of a specific country.)

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dj 30	Dow Jones Avg					0	3,731.800	3,688.090	3,702.990	-6.150		
gm	General Motors	42.375	250,000	45,000	50,000	12584	51.625	50.625	50.875	-0.500	\$12,718.75	\$2,125.00
ibm	IBM	49.500	300,000	50,750	65,000	26957	57.125	55.375	55.625	-1.000	\$16,687.50	\$1,837.50
nyt a	New York Times-A	22.000	100,000	20,500	25,500	618	24.000	23.625	23.750	0.000	\$2,375.00	\$175.00
at&t	AT&T	44.000	200,000	50,000	53,750	12703	54.125	53.500	53.750	0.000	\$10,750.00	\$1,950.00
t ah	AT&T Call Jan95 40					3	14.000	14.000	14.000	-0.625		
tedmx	Templeton Dev Markets	12.000	524,125			0	0.000	0.000	13.870	0.000	\$7,269.61	\$980.11
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Favorite Files on Business Travel

Japan Forum (GO JAPAN)

Travel Advisory—The U.S. State Department provides information on entry requirements, locations of U.S. embassies and consulates, and more. Library 6, "Relocation and Expatriates," TA.JPN (4,300 bytes).

Important Numbers—Listing of the most commonly used phone numbers in Japan, including those useful for tourist and transportation, emergency, immigration, and legal info. Library 6, PHONE.NOS (6,717 bytes).

Palmtop Forum (GO PALMTOP)

Getting Connected—A well-researched guide on how to connect your modem in hotel rooms. Library 11, "Programming Tools," TRAVEL.ZIP (12,152 bytes).

PR & Marketing Forum (GO PRSIG)

Charging for Travel—Message thread discussing advice on consulting fees and charging for travel, including opinions on whether consultants should fly first-class and mark up travel expenses. Library 1, "On Your Own," TRVLEX.STR (15,588 bytes).

Techno-Travelers—Travel First newsletter is a twice-monthly newsletter for world travelers

who use laptops, cellular phones, fax machines, and other technology. Library 9, "Online Newsletters," TRAV.1ST (6,151 bytes).

TAPCIS Forum (GO TAPCIS)

Road Hazard—Answers questions about airport X-rays, using computers in-flight, and other topics. Library 3, "Modem/HW/OS," LAPTOP.ARC (10,904 bytes).

Plugged In—Describes telephone plugs used in phone systems worldwide and provides advice on international communications. Library 6, "International," PHONE.PLG (7,409 bytes).

Travel Forum (GO TRAVSIG)

Survival Tips—Message thread in which seasoned business-travel veterans share tips on packing, clothing, airports, preparing mentally, dealing with boredom, responsibilities, and more. Library 1, "General Information," BIZNES.THD (39,893 bytes).

Guide to Asia—Provides an overview for business travelers going to Japan, Korea, or Taiwan, including business hours, telephone systems, and business protocol. Library 7, "Asia," ASIA.TWM (29,836 bytes).

China Business Planner—Information about rules and customs for doing business in China. Library 7, CHINA.BIZ (19,954 bytes).

Moscow—A business traveler suggests dos and don'ts to consider when visiting Moscow. Library 8, "Europe," MOSC.93 (5,379 bytes).

UK Forum (GO UKFORUM)

VAT Refunds—Explains how visitors to the United Kingdom can obtain refunds on value-added tax (VAT) when exporting higher-value items. Library 12, "Travel/U.K. Info," VAT.TXT (3,190 bytes).

Visiting London—Tips for enjoying London. Library 12, UKTRIP.TXT (5,208 bytes).

Phone Fees—Ideas for trimming calling-card costs when calling the United States. Library 13, "Business Matters," BNC.TXT (2,311 bytes).

U.S. News Forum (GO USNFORUM)

Cutting Costs—Article explaining how cost-conscious companies can trim travel expenses. Library 8, "Travel and Leisure," TIGHT.TXT (12,806 bytes).

Crime Stoppers—Lists techniques to help travelers avoid becoming crime victims. Library 8, CRIME.TXT (16,913 bytes).

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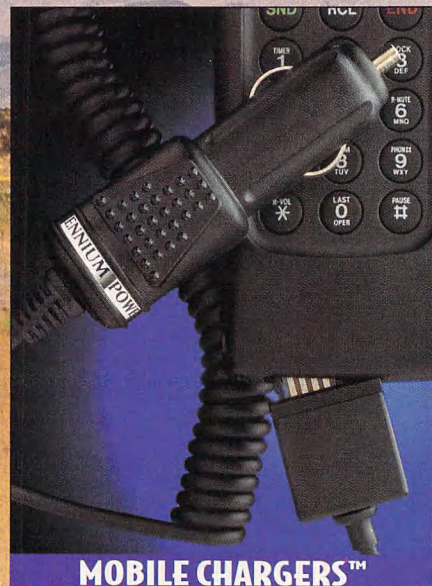
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Video-game machines are dumping cartridges and boosting bits to snag your holiday dollars.

This holiday season, video-game fans face a major challenge: deciding which new game machine to spend their hard-earned cash on. New, more powerful choices have just hit the market, and even more will be unveiled next year.

As prices for machines and the games to play on them edge up, a snap decision could be an expensive wrong move. Ron Luks, co-sysop of CompuServe's Video Game Publishers forums, says the driving force behind the new machines is faster, more powerful computer chips that permit a greater degree of realism.

The \$6-billion-a-year video-game industry has been dominated by machines from Nintendo and Sega that use 16-bit chips—central processing units that handle instructions consisting of 16 simple binary, or on-off, pieces of information at a time. The latest machines use chips that crunch 32 or 64 bits of data at a crack.

On the Horizon

Both Nintendo and Sega are expected to introduce 64-bit machines for the home late next year, the Ultra 64 and the Saturn. Nintendo is trying to build interest for its Ultra 64 this fall by seeding video arcades with hardware that will even include ads for the unreleased home version. Sega has hedged its bets on Saturn by rolling out a 32-bit add-on to its Genesis system in time for this Christmas.

A new player scheduled to enter the mar-

ket next year is Sony, which has been showing off its 32-bit PlayStation model to developers at trade shows. In Japan, NEC is currently introducing its FX, a 32-bit game machine. NEC says it's considering releasing the machine in the U.S. next year, but hasn't made a firm decision.

The CD-ROM-equipped PlayStation, Saturn, and FX are expected to sell for under \$500. The Ultra 64 will be introduced without a CD for under \$250, but a Nintendo spokesperson says it very likely will have a CD-ROM-drive option.

For this year, the challengers include an early star of the computer-game business, Atari, which is back with a 64-bit machine, the Jaguar, and 3DO, which has lined up several new manufacturers for its 32-bit system first seen late last year.

In addition, there's the Dutch firm Philips, whose CD-I (compact-disc-interactive) system has been around since 1991. It has recently been repositioned as more of a game machine and can be equipped to display full-motion video.

A major trend is toward compact discs, rather than read-only memory cartridges, as the delivery system for video-game software. All of the new machines except Nintendo's Ultra 64 will use CDs. The 3DO and Sony PlayStation abandon the cartridge approach entirely.

Video-game developer and Video Game Publishers forum member Brian McGroarty says using ROM cartridges knocks down the

Bill Smith is a freelance writer based in Jamaica Plain, Massachusetts.

Video-Game-Related Forums Online

Whether you want to know if the hot new video game your kids want is OK for their age group, want to get users' opinions on video games *you're* interested in, or are looking for "secret" codes to let you move up to higher levels of game play, you'll find the information in one of CompuServe's video-game-related forums.

In the Video Game Publishers forums, representatives of a variety of game publishers (the people who produce software for the game machines) answer questions and offer tips about their products in the message sections. The forums' libraries contain many exclusive files created by the publishers for the online video-gaming community. These include GIF images of video-game screens, game sound samples, full video-game demonstrations that run on your PC, as well as other types of files such as walk-thrus, game hints, press releases, and breaking video-game news. Other files, such as Game Genie code updates from Galoob, are made available on CompuServe first before they become available through other sources.

The list of participating publishers keeps growing, but at press time the publishers participating include Accolade, Data East, Electronic Arts, Koei Corp., Konami, Spectrum HoloByte, Takara, and Working Designs, as well as Galoob, which makes the Game Genie hardware adapter for Nintendo and Sega systems. In addition, Sony is already running a private section for its developers, which will become a public forum once the Sony PlayStation ships

next year.

Michael Gruber, Koei's representative in the company's section, says that in addition to answering questions himself, the Video Game Publishers forums are "a great place where avid players of our games can talk to each other and figure out solutions to common problems." There is also a section for game developers to share thoughts and concerns about the industry.

Part of the Atarinet group of forums, the Atari Gaming Forum provides a place for fans of the Atari Jaguar and the Atari Lynx, and owners of older Atari game machines. You'll find lots of discussion in the message areas about new software releases for the Jaguar. In the library are reports from industry events showcasing new products, copies of news releases, and screen shots of the latest games.

The Video Games Forum focuses on the various game hardware platforms, including Sega, Nintendo, 3DO, Philips CD-I, and others. Coverage includes the consoles as well as portable game machines and coin-op arcade models. There's also discussion of video-game magazines—and debates over their reviews—and a section in which members trade or sell used game equipment. The libraries include game reviews and the text of online magazines produced by game fans.

—BS

production price of a hardware system—the socket for the cartridge is a lot cheaper to manufacture than a CD-ROM-drive mechanism. But the advantage reverses when it comes to producing software—compact discs are much cheaper to make than game cartridges. "The consumer is best off in the long run buying a capable CD-ROM-based machine," says McGroarty, of Rockford, Illinois—at least if he or she plans to buy a lot of software.

But Craig Harris, a New Jersey-based quality-assurance tester for video-game manufacturers, says, "Personally, I'm a big cartridge fan." CD-ROMs provide vastly more storage capacity than cartridges—a hundred times more in many cases. But the cartridges can move the data to the screen much faster than CDs, although the recent development of double-speed and even faster CD-ROMs has closed the gap somewhat.

"When companies develop CD games," Harris says, "they are very tempted to use most of the space for 'eye candy,' such as full-motion video, and they focus less on game play." The slow CD-ROM data-transfer rate can make for slow game action if developers aren't careful to program around it.

Complicating the decision for game purchasers are two other factors. First, the use of additional computer chips to perform specialized tasks, such as processing sound or video information, makes it difficult to say that a given model is better just because of its raw CPU capacity. Second, any machine is only as good as the software that is available for it, and the machines vary widely in the quantity, and some would say the quality, of their software.

The new systems don't guarantee better

games "from a literary or dramatic standpoint," says Geoff Keighley, a freelance writer for game magazines. But they offer a lot of cosmetic upgrades—"faster games, 3-D games, more colors on the screen, more technically complex games, and better-quality sound. Thus, each machine is taking a step closer to true virtual reality."

The Market Today

Keighley, assistant sysop of the Video Games Forum, thinks the 3DO is the most technically impressive system on the market right now, but it's been hampered by its high price—the machine initially retailed for \$700—and a shortage of software.

But several new companies are introducing 3DO machines, reportedly for as little as half last year's price. That, combined with the several dozen software titles now available, should make the system "the driving force in the industry," Keighley says. But this Christmas will be the key: "It's when the system is going to shine or shatter."

Jen Kuiper, assistant sysop of the Video Game Publishers forums, says the 3DO system is still relatively short on good game software. "A lot of the titles seem to be ports of ones available on CD-ROM for personal computer systems, and only a few of the original titles have been very exciting." Much of what is available, she says, are educational titles rather than games.

Although the Jaguar was available late last year in a couple of markets, it has gone into full distribution only in the past few months. Joe Cataudella, Video Games Forum associate sysop and owner of a video-games store and mail-order house in New York City,

says, "Many industry people and longtime video-game hobbyists have lost faith in Atari. Its track record for product support hasn't been the greatest."

But Cataudella is optimistic that the Jaguar can be a strong contender if the software arriving this holiday season from third-party developers is as strong as promised. The Jaguar's CD-ROM drive, just now being introduced, should also improve its prospects.

Just arriving on the market for the holidays, the Sega 32-bit upgrade to the Genesis builds on the huge installed base of Genesis hardware and software. For people who already have a Genesis, upgrading to the 32-X will be cheaper than buying one of the competing machines, which leads Keighley and others to conclude it's likely to be the biggest-selling system this Christmas.

The main question seems to be how Sega will make the transition from the 32-X to the 64-bit Saturn. Harris says he fears support for the 32-X "will drop like a stone once the Saturn is introduced."

Trends and New Developments

Cataudella, the game-store owner, says video games are no longer a hobby just for kids. Demographics, pricing, and the broader range of game genres made possible by the newer machines all appear to be factors.

"Sports games in particular have lured a lot of adult males who would otherwise have nothing to do with video games," Cataudella says. "These days, at least 50 percent of my customers" are adults under 40.

Strategy games such as historical-war simulations, science-fiction novels, and so-

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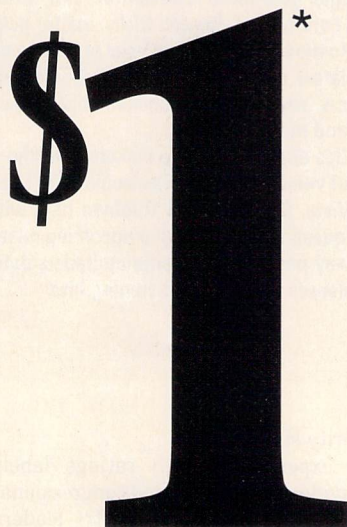
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phisticated flight simulators all build the adult market, he says. Games have gotten much larger and more complicated and now require much more development time, Luks says, so some games now cost \$60 to \$70 each. And adding CD-ROM drives dramatically increases the cost of the hardware.

Kuiper, a manager for a software mail-order firm in Miami, says, "Let's face it, kids can't afford to buy enough games to be generating the existing market. The parents and adults are. I think enough of the baby boomers who, like myself, grew up with Space Invaders, Tempest, and Defender are now working professionals who still enjoy the stress relief of home video gaming and can afford to pay the price."

The greater realism possible on the new game platforms, plus the increasing appeal of video games to adults, has raised concerns about the simulated violence in many games and the sexually oriented scenarios in a few. Two of last year's popular games drew special criticism. In *Mortal Kombat*, players try to rip the hearts out of their onscreen adversaries. In *Night Trap*, the goal is to prevent vampires from biting the necks of scantily

clad sorority sisters.

After experiments with ratings labels from individual companies and congressional hearings earlier this year, industry leaders agreed to develop a comprehensive ratings system that's scheduled to go into effect this month. Kuiper says she doesn't mind a ratings system as long as it doesn't prevent companies from producing adult-theme games for adults. She draws parallels to

other forms of expression, such as books. "I should be able to read a Danielle Steele novel if I want to, but parents who let a 12-year-old read it are not being responsible." Keighley calls the ratings system "an excellent idea. We need to educate the public about these games and let them know what to expect. Then it's up to them if they want to buy." 

Computer-Game Resources

While video-game lovers enjoy a hub of online activity in the Video Games and Video Game Publishers forums, computer-gaming fans find action in the parallel Gamers and Game Publishers A, B, C, and D forums.

Whether your niche is adventure, war, strategy, or action, you'll meet fellow aficionados in the Gamers Forum. Post tips and tricks, ask for help solving puzzling computer-gaming problems (such as how to move past a certain level or how to get the game's sound to play), and exchange opinions on the latest versions of your favorite packages. The libraries are loaded with hint files, game walk-thrus, reviews from other members, game demos and shareware, drivers, utilities, screen savers, and more.

For tips directly from the makers, visit the vendor-stocked Game Publishers forums. Representatives of vendors such as Electronic Arts, LucasArts, Sierra On-Line, Spectrum Holobyte, Disney/Buena Vista, Dynamix, and Trilobyte help with gaming-related hardware or software problems, answer questions about new or upcoming releases, take suggestions, and generally offer assistance in any way possible. Get game upgrades, patches, demos, help files, and screen shots, and read press releases about up-and-coming hits.

—Tracy Mygrant

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A Place for Gifted Children

► High-I.Q. kids and their parents get smarts and support online.

Teague Johnson is a special 11-year-old. Although he is confined to a wheelchair and speaks with the help of an electronic voice synthesizer, in the past two years he has used CompuServe to share his views on physics, education, mathematics, and religion with professional minds all over the world.

A regular in the Mensa Forum, Teague considers the adults he's met online his mentors. "Usually the response is respectful and not condescending," says the North Vancouver, British Columbia, fifth grader. "This is especially important to me because I have cerebral palsy and people [offline] often assume I am not intelligent."

Teague has used online forums to discuss his life-threatening illness and promote tolerance and better understanding of the disabled. He's even studied the revenge themes in Shakespeare's works to help come to grips with the cruelty and fear he sometimes encounters. "If people treat one segment of the population, such as those with disabilities, as second-class citizens," Teague once told Religion Forum members, "it becomes easier to start treating other segments of the population that way."

In a sense, Teague is among the more fortunate children born with unusually high I.Q.s—many gifted kids find themselves frustrated and confined owing in part to educational systems that progress at a democratic, some say leisurely, pace. In CompuServe, Teague has found a valuable supplement to his schooling.

Exceptional children such as Teague aren't the only ones in their families who turn to the service for help. Parents, too, rely on CompuServe's resources to learn more about their kids' special needs and to communicate with other parents in similar situations. "The two things I find most helpful are the 'Gifted Children' section and the 'Parents of Gifted Children' conference in the Mensa Forum," says Cara Elrod, Teague's foster mother. Elrod participates in the online meetings every week and checks for forum updates daily. Because Teague's disability limits his atten-

dance at his local public classroom, she also relies on the "Home Schooling" section of the Education Forum. "I like to go there and ask other parents, 'What are you doing about this?'" Elrod says.

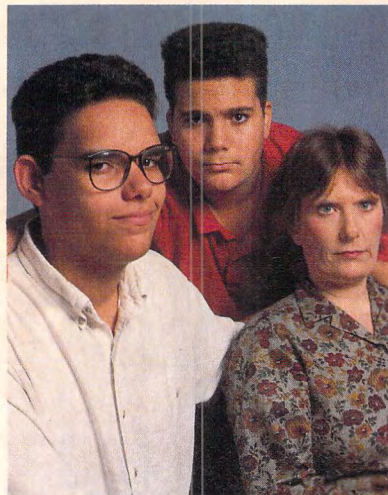
The concept of giftedness and the need to nurture intellectually advanced children began with I.Q. tests developed in the 1920s and surged during the space race in the '50s. That attention fell from favor in the '70s, however, due to costs and the notion that such programs were elitist, regressive, and possibly racist. One unfortunate result: a 1993 U.S. Department of Education study that highlighted the "quiet crisis" of ambivalence toward the country's approximately 2 million smartest students. Many educators believe this neglect is a problem not only for the youngsters but for a world that may never benefit from their potential.

According to Education Forum member Walter A. Coole, a business consultant in Vancouver, British Columbia, and a former teacher of gifted students, opportunities available on CompuServe are equivalent to self-paced learning programs that precious few school systems provide. Parents can tailor their children's online access to suit individualized interests, abilities, and shortcomings.

Paul and John Whitley, sons of Mensa Forum sysop Linda Whitley, frequent the Science Forum, researching topics such as paper chromatography and the effects of caffeine and oil on plants. "Although the use of CompuServe resources in such a situation would not be unusual," says Linda, "the thoroughness with which my sons explore CompuServe to find those resources is unusual." In addition, 14-year-old John likes to study medical issues in the MedSIG Forum, while

17-year-old Paul often browses the financial areas to track stocks and learn more about the impact of software piracy on business. To hone his computer skills, Paul taught himself C and C++ Windows programming with the help of members in various PC forums.

The Mensa Forum devotes a number of weekly conferences to its "Gifted Children" section. Conferences often draw young people from the United States, Australia, the United



Gifted family: Paul, John, Linda Whitley

How to Aid Your Genius Progeny

Whether or not your child has advanced intellectual abilities, it's important to be involved in his or her education. If a child does indicate special skills, however, guidance may be even more crucial, so don't trust his or her schooling to chance, advises Adele Dorfner Roth, mother of a gifted seven-year-old girl. The following tips were suggested by Roth and several other parents of gifted children who have worked to get the most out of their kids' education within public school systems.

"Get involved with the school system," says Roth. "If you are not a fixture at the school, if the teachers and principal do not know you, if your kid does not sense you think he's important, no one else will either." If you offer to help with innovative programs for the gifted, if only to photocopy materials, it may open up the possibilities.

Get all the help you can, recommends Education Forum member Marshall J. Katz. When his child's school district in south-central Pennsylvania failed to respond to his requests to establish a gifted program, he reported his frustration to the state board of education. The state penalized the district for noncompliance with a state law requiring districts to offer programs for the gifted. Katz has also written to the Center for Talented Youth at Johns Hopkins University in Maryland for suggestions on how to successfully negotiate with school districts.

Don't be discouraged if you live in a rural district where funding falls short for programs that appear to be available elsewhere. Such schools may be less bureaucratic and may offer more freedom to work with a willing principal or teachers, says Katz.

If you live in a metropolitan area, **contact a resource council** for the gifted that is not tied to your school district, urges Dick Dillon, a regular in the Education Forum. Take advantage of the speakers, workshops, and literature they provide.

Ask the district to **consider tapping local corporations** to provide volunteer teachers with the expertise to teach advanced course offerings. "It's good P.R. for the companies, and the kids benefit," says Katz. One such part-timer is Education Forum member John Carter, who leaves his job in computer support and programming one morning a week to work with gifted fourth and fifth graders.

Don't work in a vacuum, advises Dillon. Get together with the parents of other gifted youngsters to form a support group that provides a unified front whenever you need to go up against a school district.

Don't ignore your less gifted children. "Every child is good at some things," says Dillon. Give the other children an opportunity to display their own unique talents.

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Gifted Info: Online Files and Articles

Forewarned is forearmed when you help your gifted youngsters become all they are capable of. Here are helpful forum-library files and articles located in Magazine Database Plus that can help give parents some direction.

Education Forum (GO EDFORUM)

Student Essay—Essay by a 13-year-old girl about what it's like to grow up gifted. Library 4, "Sp Ed/Gifted/LD/ADD," SURVIV.TXT (4,550 bytes).

Parent Essay—Essay by a gifted child's mother recounting experiences dealing with the school system and the move to home schooling. Library 4, SURVIV.MOM (4,967 bytes).

Parent Booklist—List of books for parents of gifted children. Library 6, "Child Dev/Parenting," GIFTED.PAR (1,347 bytes).

Parent Advice—Message thread on how parents cope with meeting the needs of gifted kids. Library 6, GIFMES.TXT (15,300 bytes).

Magazine Database Plus (GO MAGDB)

"How Schools Are Shortchanging the Gifted." *Technology Review*, April 1994. Reference #A15398423.

"What's It Like to Raise a Genius?" *Redbook*, June 1993. Reference #A13831019.

"Meeting the Needs of Gifted and Talented Preschoolers." *Children Today*, May/June 1993. Reference #A14896686.

"When One Child Is a Star." *Parents' Magazine*, January 1993. Reference #A13009029.

"Pushy Parents, Problem Children: Encouraging Children to Develop Their Talents." *Good Housekeeping*, September 1991. Reference #A11165613.

Mensa Forum (GO MENSA)

Defining Gifted Kids—Excerpt of a paper addressing the motivation and definition of gifted and talented children. Library 4, "Gifted Children," GTMOTI.TXT (22,211 bytes).

Two-Edged Sword—One man's account of how he overcame the two-edged sword of being gifted. Library 4, SMARTA.TXT (9,008 bytes).

Bibliography—Selective bibliography on the education of the gifted. Addresses the evaluation of programs for and attitudes about the gifted. Library 4, GIFBIB.TXT (7,117 bytes).

Pen-Pal Program—Information about an e-mail pen-pal program for gifted children. Library 4, GCEMP.TXT (2,269 bytes).

Personality Traits—List of some personality and social characteristics of gifted children. Library 4, CHARAC (1,507 bytes).

Gifted Support—List of organizations that support and promote gifted education. Includes addresses, phone numbers, and short descriptions. Library 4, GIFTOR (3,037 bytes).

Case Study—An example of why a child "turns off" at school. Library 4, UNDACH.TXT (4,634 bytes).

Nurture Notes—How to nurture a gifted child. Library 4, NURTUR.TXT (10,443 bytes).

Kingdom, Germany, and other countries. The "Untapped Juvenile Geniuses" conference, held Friday evenings at 8:30 P.M. EST, is attended by elementary students as well as high schoolers. In addition to posing intellectual challenges, the conference is designed to meet social and emotional needs. "The Mensa conferences are good opportunities for me to have intellectual discussions with young people rather than always with adults," says Teague Johnson.

In another "UJG" symposium, held Sundays at 4 P.M. EST, students are given pre-established topics to research and contemplate before discussion begins. Sessions have ranged from Marxism and the French Revolution to the politics of the Middle East. When conversations lag, kids in the "UJG" symposium can expect a visit from the mysterious Question Woman, an unidentified sysop or section leader who periodically tempts them with a brain teaser. "Question Woman asks the children questions, and each tries to be the first to answer," says sysop Whitley, who coordinates all three "Gifted Children" conferences. "They cover a wide range of trivia and thinking and reasoning questions."

On Saturday evenings at 8 P.M. EST, the Mensa Forum offers a conference just for primary-grade children that allows them to discuss both spontaneous and prearranged topics they won't likely find in a regular school setting. Re-

cent topics have been as diverse as literature, classical music, and computer science.

For individual entertainment, the Mensa Forum's Library 13, "Puns/Jokes/Puzzles," offers several arcade-style games that emphasize logic and problem solving. Parents shouldn't limit children to games purportedly for their age group. "Your gifted child might defy the charts," says forum member Dick Dillon.


Parents of gifted children congregate at a special conference for them on Monday evenings at 9:15 P.M. EST, also in the Mensa Forum. Whitley says it's a place for parents to ask questions, exchange ideas, and share concerns. "Members should not be shy about leaving messages that reveal fears or a lack of knowledge about the gifted," says forum member Pam Perry of Louisiana. Several times she's found comfort in simply asking fellow members, "Is there anybody out there like me who is in this situation?"

Perry is one of many parents online who have decided the best way for their gifted children to learn is to teach them at home. She uses CompuServe to draw up lesson plans and integrate online learning into the regular school day. She has downloaded supplemental materials such as foreign-language and math programs and Sherlock, a deductive-reasoning game. When Deborah R. Robson began

teaching her 13-year-old daughter at home, she counted on other home-schooling parents in the Education, Mensa, and even Crafts forums to help her when things weren't easy. "I could always find someone to empathize with me and cheer me on," she says.

Home schooling, however, may intensify the feelings of isolation exceptional children sometimes experience. Even in New South Wales, Australia, where the government has been fairly progressive in providing quality education for the gifted, youngsters find themselves searching for like minds with which to communicate, says David Farmer of Sydney, the father of a gifted son and president of a state association for talented children. Because such students' mental and/or emotional development match those of people well beyond their chronological age, they also turn to online forums to develop personal relationships. "For kids isolated socially, electronic communication can be great," Farmer says.

Age is less a factor online than in face-to-face relationships, making it easier to find intellectual soul mates. "The pairing of mentor and gifted student is something I would like to see occur more often," says Mensa Forum sysop Whitley, whose son Paul often corresponds with college-age computer-science students.

It's certainly been beneficial for Teague Johnson, who hopes one day to be a professional writer and poet. "I see my being gifted as a different way of thinking," he says. "I see connections that other people don't always see, and understand big ideas faster." 

Hank Nuwer is editor of *Arts Indiana*. His CompuServe User ID number is 76004,1761.

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Downloadable Notables

Downloadable Notables is a monthly catalog of new and interesting uploads compiled by associate editor Christopher Galvin. You can suggest a file for mention by sending the full forum file description (including forum name, library, file name, size, title, and summary) and a note explaining why it caught your fancy to CompuServe User ID number 71154.74. *Do not send the file itself or questions regarding listed files.* Many mentioned program files are shareware; view the full file description online for details, and please support the shareware concept. If you cannot locate a file, check the forum's News Flash for late changes or post a message within the forum to *SYSOP asking for assistance.

* * * * *

FAIR SHAREWARE?—CompuServe's ASP/Shareware Forum (GO ASPFORUM) is home to many shareware authors and experts, filled with library files that can help you find the program you want. Be sure to check out the shareware reference guides in Library 7, "Finding Shareware," as well as these.

Library 0, "General Info"

Shareware Reviewed—Windows users can read the monthly installments of ZShare, the ZiffNet Shareware Review, written as Windows Help files.

File-name format ZSHRxx.ZIP
(50,000–100,000 bytes) **W**

Library 3, "Shareware!"

Who's Who—This often-updated directory is an index of people and companies in the shareware industry (write the author to add your own name or company).

WWIS.ZIP (163,905 bytes) **T**

THE BASICS—New uploads to the CompuServe Help Forum (GO HELPFORUM) include the following:

Library 1, "Help Library"

Customer Service Contact—A list of locations worldwide where CompuServe Customer Service can be reached.

CSLIST.TXT (9,416 bytes) **T**

Library 2, "Reference Help"

IQuest User Guide—A detailed guide with helpful tips for using the IQuest collection of databases. In ASCII and DOS executable files.

IQHELP.TXT (91,776 bytes) **T**

IQHELPEXE (45,440 bytes) **D**

HOT STUFF—Don't know what the latest PC games are? Just visit the Hot Games Download Area (GO HOTGAMES) to pick up new shareware titles and demos of commercial games. Recently featured games included a DOOM update, Apo-

gee's Mystic Towers and Raptor: Call of the Shadows, and a demo of Dynamix's highly anticipated Front Page Sports Baseball. Files available here are supported in and eventually transferred to the appropriate library in one of CompuServe's game-related forums (GO GAMECON).

PC PROGRAM HEAVEN—Visit the popular IBM Applications Forum (GO IBMAPP) for downloads of every function: finance, word processing, graphics, and education. For a real variety, browse:

Library 7, "Gen. Apps"

ReFile—A personal document-management system for the filing and retrieving of reference articles.

REFILE.ZIP (172,028 bytes) **D**

Phone Words—What words can you make from your phone number, and vice versa? This tells you.

FNWRD.ZIP (2,135 bytes) **D**

This Month's FILE CLUSTER

While you're beginning the holiday-season gift hunt, take time to browse our own version of window shopping, the File Cluster: downloadable files from various CompuServe forums that each use the same keyword. This month: Every house should have this "room" where "man" and "pet" reside; wear well such "ties" and your kin's "tree" will grow up tall and wide: **FAMILY**.

Royal Relaxation—This 1960 photo displays Britain's royal family outdoors, including Queen Elizabeth II, Princes Phillip, Charles, and Andrew, and Princess Anne. Archive Photos Forum (GO ARCHIVE), Library 5, "Famous People," C11413.GIF (125,024 bytes). **G**

Cancer Help—A list of cancer-patient support organizations and professional groups involved in cancer care. Cancer Forum (GO CANCER), Library 1, "General/Help," SUPPOR.TXT (14,362 bytes). **T**

Hot CD-ROMs—PC Data's best-seller lists for Windows and Mac educational software and CD-ROM titles from this past May. CDROM Forum (GO CDROM), Library 2, "Titles & New Prods," BSTSLR.MAY (2,528 bytes). **T**

Consultants' Concerns—Can you keep up this type of work for 25 years? What about the demands of the spouse and kids? A discussion of long-term problems. Computer Consultant's Forum (GO CONSULT), Library 3, "Getting Started," YEARS.THD (207,400 bytes). **T**

Creepy Caricature—Drawing of the film-version *Addams Family* (with Raul Julia, Angelica Huston, and others) by famed sketch-artist Al Hirschfeld. Entertainment Drive Forum (GO EDRIVE), Library 11, "Theatre/Hirschfeld," ADDAMS.GIF (31,493 bytes). **G**

Track It!—Track, organize, and catalog your video collection by content, format, category, rating, personal rating, and more.

TKV101.ZIP (308,261 bytes) **W**

You're Hired—Practice for job interviews with this customizable simulator that times your responses. Gives professional advice and stores your reminder notes.

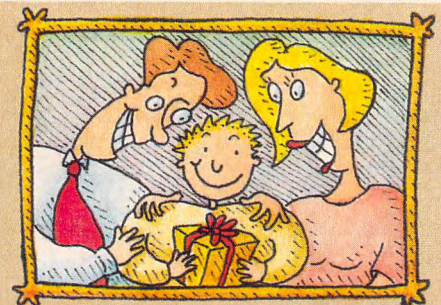
YHIRE.ZIP (210,542 bytes) **D**

Food for a Small Planet—Program comes up with healthy, delicious food combinations with computerized pantry and graphics. Based on the book by Frances Moore Lappe.

FOODSM.ZIP (215,788 bytes) **D**

Personal Legal Guide—Generates 130-plus fill-in-the-blanks legal forms, with tutorials and annotated text of relevant statutes.

LEGAL8.ZIP (704,293 bytes) **D**



MANUEL KING

Fishin' Argument—A GIF image of a wonderfully realistic oil portrait: three male generations of a Georgian black family underneath shade trees. Fine Arts Forum (GO FINEARTS), Library 10, "Portraiture," KOL006.GIF (261,306 bytes). **G**

Family Events—An event-oriented, lineage-linked genealogy program for the Mac, with records entered by person, family, or events such as birth or marriage. Genealogy Forum (GO ROOTS), Library 4, "Macintosh Software," FAMEVT.SEA (291,712 bytes). **M**

Recognizing Illness—This message thread resulted from a member's asking for assistance in understanding mental illness and convincing a spouse of the need for treatment. Health & Fitness Forum (GO GOODHEALTH), Library 3, "Mental Health," SPOUSE.THD (95,466 bytes). **T**

"Say No" Program—The Family Computer Guide to Drugs and Drug Abuse is a color graphic presentation for parents and kids, with info that teaches them about drug and alcohol abuse. Human Sexuality and Relationships Open Forum (GO HSX100), Library 7, "Software Exchange," KIDS.ZIP (138,368 bytes). **D**

Multimedia Trees—Kith & Kin is a Windows genealogy program from Scotland for documenting family histories. Has an easy-to-use interface and allows embedding/linking of images, maps, diagrams, and sounds as well as

Key to Mentioned Files

D DOS	O OS/2
G Graphics	T Text
M Macintosh	W Windows

LIKABLE LODGINGS—Tired of the sameness of chain hotels? Look for a more special hostelry experience in the Inn and Lodging Forum (GO INNFORUM).

Library 14, "Elegant Hotels"

Search Guides—An explanation of how to look through this library's dozens of listings of small hotels around the world. Each listing includes information on the hotel's atmosphere and surroundings, plus data such as phone, fax, credit card, available services, restrictions, and facilities.

ELEGHO.TXT (4,057 bytes) **T**

INTERNET CATCH-UP—With access to its thousands of "newsgroups" approaching for CompuServes, it's time to brush up on your understanding of the endless Infobahn in the Internet Forum (GO INETFORUM).

printing of descendant/ancestral charts. IBM Applications Forum (GO IBMAPP), Library 7, "Gen. Apps," KITKIN.ZIP (349,966 bytes). **W**

Chinese Checkers—A shareware award-winning version of the marble game with beautifully rendered graphics. IBM New User's Forum (GO IBMNEW), Library 6, "Gen. Fun & Games," CCHECK.ZIP (256,814 bytes). **D**

Cow-Milkin' Getaways—A list of bed-and-breakfast inns that are located on working farms (your work's not required). Inn and Lodging Forum (GO INNFORUM), Library 4, "Specialties/Awards," FARMVA.TXT (2,066 bytes). **T**

Guys and Guys—Selected excerpts from *Straight Talk for HMMs*, a newsletter for heterosexual monogamous males, billed as "America's newest and most politically incorrect special-interest group." Issues Forum (GO ISSUES), Library 9, "Rush H. Limbaugh," STRAIG.TOK (39,147 bytes). **T**

Holiday Headaches—This message addresses the important issues regarding child visitation and the high emotions that run this time of year among families of divorce. Legal Forum (GO LAWSIG), Library 0, "General," VISIT.RVT (5,094 bytes). **T**

Insurance Insurance—Jim Russell's FileMaker Pro 2.0 template tracks your family's medical expenses, insurance payments, and deductibles. Sorts by patient, provider, unpaid bills, or unpaid reimbursements. Demo version. Macintosh Applications Forum (GO MACAP), Library 3, "Databases," MEDICA.SEA (217,600 bytes). **M**

Survey Says . . .—A Mac game based on the *Family Feud* game show, with animated hosts. Macintosh Entertainment Forum (GO

Library 4, "Directory Services"

Media Online—A list of media outlets (newspapers, magazines, television, radio, and wire services) that accept e-mail submissions and their addresses.

MEDIAL.004 (30,303 bytes) **T**

Library 7, "Newsgroups/Usenet"

Newsgroup Triple Shot—Download these three files for a better grip on what these message centers are and the infinite variety of topics covered.

USENET.FAQ (2,797 bytes) **T**

NEWHLP.ZIP (7,020 bytes) **T**

NEWSGR.ZIP (136,063 bytes) **T**

Library 8, "Mailing Lists"

'Net Letter Guide—This runs down some of the more popular Internet news mailings, including the Late Show News, SATNEWS, Computer

MACFUN), Library 4, "Board/Ed/ Card Games," OPNION.SIT (83,328 bytes). **M**

Pedal-Power Trip—Work hard, play hard: such would be the motto of the Don family's six-day vacation cycling a 600-mile course through New Mexico's mountains, detailed in this file. Outdoors Forum (GO OUTDOOR-FORUM), Library 7, "Cycling," DON.TXT (13,282 bytes). **T**

Kids and Dogs—Most dog bites occur between a child and the family pet or a dog the child knows. This article explains why this happens and how to prevent it. Pets/Animal Forum (GO PETSFORUM), Library 3, "Dogs," DOGKID.TXT (10,337 bytes). **T**

Beginning Boating—An archived thread recording the answers when a sailing neophyte indicated his interest in buying into the sailing life. Sailing Forum (GO SAILING), Library 4, "Cruising Grounds," FAMILY.THD (34,393 bytes).

T

Windows Access for Kids—Childproof your PC with this program, which creates a desktop and password for each user, limiting access to the programs you want. Student's Forum (GO STUFO), Library 16, "Math/Sci/Computers," WAM.ZIP (346,762 bytes). **W**

Rights of the Child—A Windows Help file containing all 54 articles of the United Nations' 1989 convention on this topic, with easy keyword indexing. Time Warner Crime Forum (GO TWCRIE), Library 17, "Mainly Relevant," UNCHIL.ZIP (43,845 bytes). **W**

The Good Book—The Road to Glory is a Windows Bible study and review game; works well with SoundBlaster sound-card-equipped PCs. Windows Fun Forum (GO WINFUN), Library 3, "Other Games/Fun," ROAD.ZIP (780,721 bytes). **W**

Underground Digest, and NASA Daily, and how you can subscribe.

NETLET.GUI (17,533 bytes) **T**

List of Lists—Issued last July, a comprehensive directory of Internet mailing lists you can also subscribe to.

MAILST.ZIP (204,706 bytes) **T**

MAC LOG-ONS—Macintosh users whose machines are hooked to a modem or network will find useful programs in the Macintosh Communications Forum (GO MACCOM).

Library 3, "Scripts/Tools"

MacTCP Watcher—A diagnostic tool for watching what's happening on a MacTCP connection by network, SLIP, or PPP.

TCPWAT.SIT (64,896 bytes) **M**

Library 4, "Comm Progs/Utils"

CISPhone DA—Using DisplayDA, this lists the important CompuServe access numbers in most countries of the world. Great for globe-hopping PowerBookers.

CISPHN.SIT (19,328 bytes) **M**

TimeCode—Small program useful for tracking your elapsed time online and money. Input hourly rate, then press buttons when logging on/off or entering free areas.

TIMECO.SIT (14,080 bytes) **M**

Library 7, "Networking"

Security Guard—For Appletalk net administrators, this utility permits scanning for "guest" accesses and status of confidential files, and confirms that users aren't sharing applications. Has scheduler; can e-mail reports to you.

NETWOR.SEA (410,496 bytes) **M**

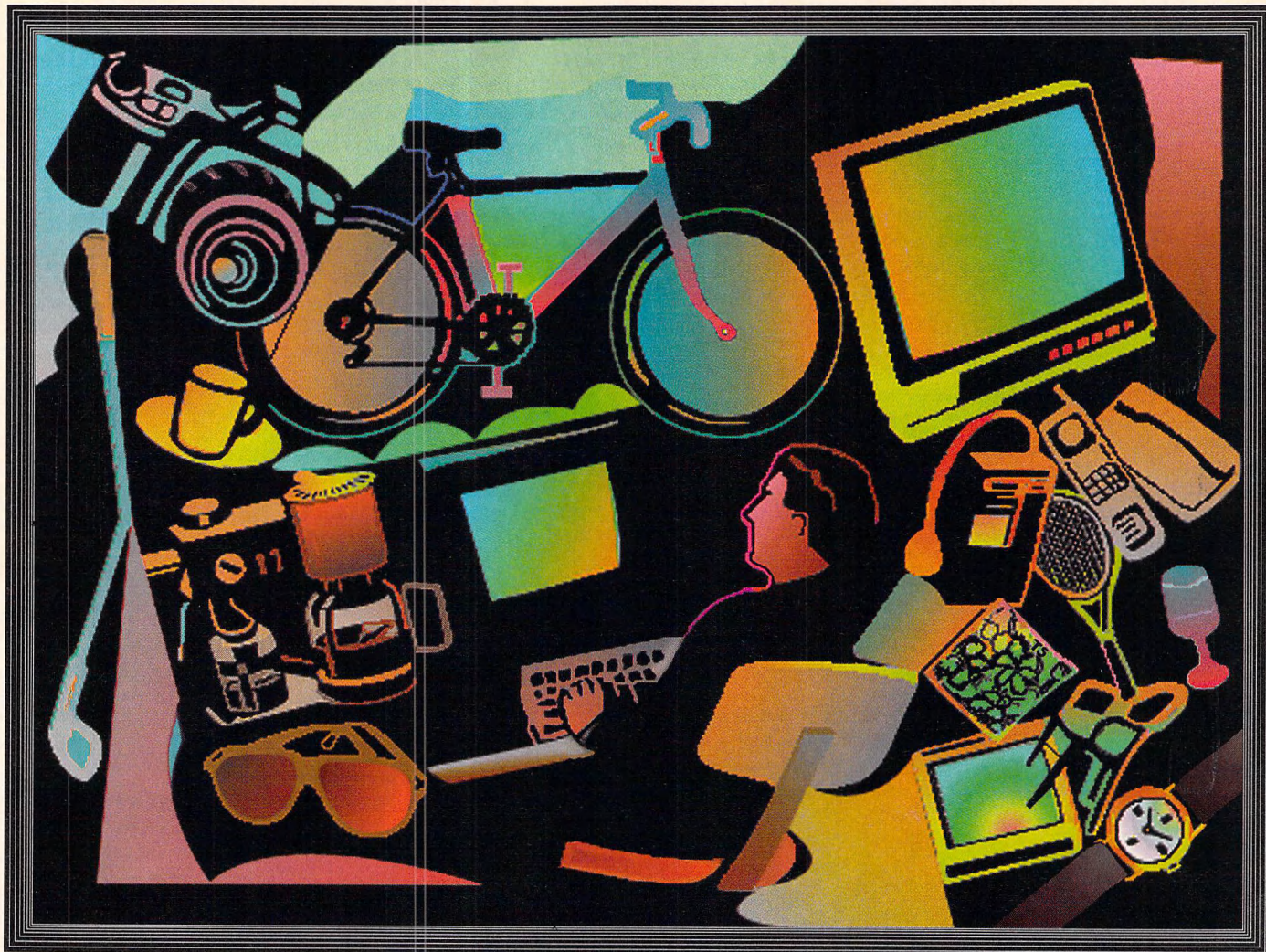
WORLD VIEW—Make your desktop's background bit map a topical one with the latest color images from the Reuter News Pictures Forum (GO NEWSPICS). The forum libraries stock the most recent news and sports images from major events in Washington, D.C., the U.S., Canada, and the world. Images are available in both GIF (maximum approximately 150,000 bytes) and JPEG (maximum approximately 50,000 bytes) formats. Library 14, "Utility Programs," holds image-viewing software for Windows, DOS, and Macintosh machines.

PRESIDENTIAL PAPERS—If you don't monitor Bill Clinton's regular Saturday radio address to the United States, the text of this speech each week can be downloaded from the White House Forum (GO WHITEHOUSE). The same library also contains the text of daily photo-op remarks, Dee Dee Myers's press briefings, as well as transcripts of press conferences and press releases about appointments and other governmental acts. Find the radio addresses here:

Library 1, "Mr. President"

File name format RD0xxx.TXT

(approximately 7,000–10,000 bytes) **T**



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Book Reviews

Online Book Reviews

Following are summaries of book reviews available for reading this month in Online Today. To read the complete reviews, use the GO commands listed at the end of each summary.

CompuServe From A to Z: The Ultimate CompuServe Reference (Second Edition)

By Charles Bowen
Random House, 1994
530 pages, \$29 (softcover)

This is as much an encyclopedia of CompuServe as it is a directory. Its alphabetical structure and extensive cross-referencing allow you to find your way easily online. Reviewer Paul A. Gilster says this travel guide will save you time and money. **GO OLT-5700**

Cruising Online: Larry Magid's Guide to the New Digital Highways

By Lawrence J. Magid
Random House, 1994
481 pages, \$25 (softcover)

Ideal for online newcomers, this all-in-one introduction to the leading online information services offers a subjective view that separates the winners from the losers. Reviewer John Edwards says that, unlike most online guides, this one doesn't hesitate to praise the best and admonish the shoddy. **GO OLT-5710**

Using CompuServe: The Comprehensive Guide to All the Online Services and Resources Available

By Jill H. and Matthew V. Ellsworth
Que Corp., 1994
460 pages, \$19.99 (softcover)

Calling this an exceptional book filled with expert advice, reviewer James Moran says everything you want to know about CompuServe is contained in this volume. **GO OLT-5720**

Software: What's Hot! What's Not!

By Cheryl Currid and Company
Prima Publishing, 1994
477 pages, \$16.95 (softcover)

Succinct reviews of more than 100 popular Windows-based software packages make up this book. Reviewer Michael Naver says that while the coverage of programs is comprehensive, the quality of the reviews is uneven. **GO OLT-5730**

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15:50	Belgian Fr	32.54	51.16	20.53	22.02	6.10	25.00	29.41	
15:48	Canada Dlr	1.2708	1.9981	0.8025	0.8913	0.2385	---	1.1513	
15:48	Nethld Gld	1.7749	2.7907	1.1209	1.2448	0.3528	1.3961	1.6084	
15:50	German Mk	1.5825	2.4882	---	1.1099	0.2968	1.2443	1.4336	
15:50	French Fr	5.3288	8.3785	3.3652	3.7374	---	4.1916	4.8278	
15:50	Italy Lira	1.457	2.289	9.24	10.22	273	1146	1320	
15:50	Swiss Fr	1.4244	2.2396	0.8995	---	0.2671	1.1204	1.2903	
15:50	UK Stg	0.6358	---	0.4815	0.4459	0.1192	0.5001	0.5765	
15:50	Japan Yen	110.27	173.38	69.64	77.54	20.68	86.74	---	
15:48	LCU	0.0084	1.2711	0.5105	0.5670	0.1516	0.6350	0.7328	
15:50	Spain Pta	114.70	180.54	72.43	80.45	21.51	90.22	103.92	

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3	Changes in Company Status	13	France
4	OTC Activity	14	Germany
5	Pink Sheet Activity	15	Hong Kong
6	Additional Company News Topics	16	Italy
		17	Japan
7	Industry News by Sector	18	Netherlands
8	Stock Quotes from Quotron	19	Norway
		20	Portugal
9	Company Profiles	21	Sweden
10	Company Page Code Updates	22	Switzerland
		23	United Kingdom
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Companies & Industries		11	Foreign Exchange
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Last	2 7/8	Low	2 13/16	1 Yr	5/84	2.86	-85	0	CHF 1.4288-90
Source: Garin GuyButler		3 7/8		4 3/8	4/30/95	100.07	-072	2	JPY 110.50-40
CD's		4 5/8		5 1/8	2/15/96	101.09	-102	1	HEU 1.2554-68
BR's		5 1/8		5 1/8	4/30/98	101.16	-172	2	---
1Mo		5 1/2		5 1/2	4/15/80	99.28	-50	1	--- Dealer CP---
2Mo		5 3/8		6 1/4	2/15/83	102.23	-24	2	30 Day 5.05-80
3Mo		5 3/8		7 1/8	2/15/23	103.26	-27	9	60 Day 5.05-80
11:47 NYC		1 Month		2 Month		3 Month		DJR 11:59	
EuroUSD		5	5 1/8	5	5 1/8	3 1/16	5 3/16	+3442.13	
EuroGBP		5 13/16	5 15/16	5 7/8	6	5 7/8	6	+23	
EuroDEM		7 5/8	7 3/4	7 1/2	7 5/8	7 7/16	7 9/16		
EuroJPY		3 7/32	3 1/4	3 7/32	3 1/4	3 7/32	3 1/4		

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FRANKFURT		+954.50	-3.47	17:42
PARIS		+1611.92	-11.54	15:34
ZURICH		+1878.57	-41.92	17:25
LONDON		+1345.53	-0.59	16:21
NEW YORK		+2793.7	+7.4	16:29
Morgan Stanley Capital Intl Indexes (previous close, US\$)		+5442.41	-51	11:51
WORLD (World)		+443.80	-18	N/A
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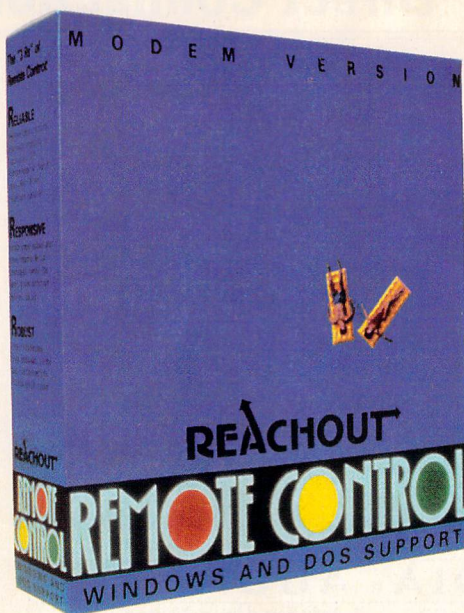
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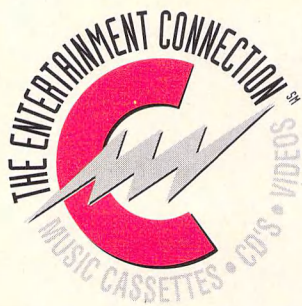


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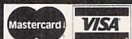
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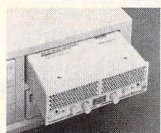
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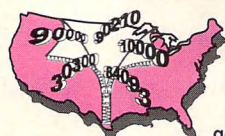
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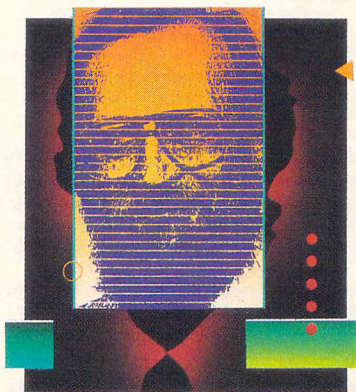
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** For international contact numbers, GO OLI

How to Get the Most out of CompuServe

with Charles Bowen



Many CompuServe members speak Spanish. Is there a place on CompuServe, in addition to CB Simulator Channel 15, where I can communicate in Spanish to other people?

Arturo Arocha
Miami, Florida

Besides the CB channel you noted, check out the Foreign Language Forum (GO FLEFO). Its message board has sections devoted to communications in various languages, including Spanish. Also, you might be interested in the Microsoft Spain/Latin America Forum (GO MSSPAIN). Note, too, that Spanish issues are discussed in the European Forum (GO EURFORUM).

Where can I ask questions about the UNIX system?

Atsuko Crum
Frederick, Maryland

Start with the UNIX Forum (GO UNIXFORUM), which discusses UNIX basics, communication, UUCP and Usenet, protection, file systems, process scheduling, and tools such as C, emacs, etc. In addition, look into the Novell UnixWare Forum (GO UNIXWARE) and the VAX Forum (GO VAXFORUM), which supports Digital's version of UNIX known as Ultrix-32 and Ultrix-32m. UNIX is also a topic of other forums, including the Amiga Tech (GO AMIGATECH), Corel Support (GO COREL), DBMS Magazine (GO DBMSFORUM), Dr. Dobbs Journal (GO DDJFORUM), Lan Magazine (GO LANMAG), Lan Technology (GO LANTECH), Microsoft WIN32 (GO MSWIN32), the files-only Novell User Library (GO NOVUSER), Oracle Support (GO ORACLE), PDP-11 (GO PDP11), Santa Cruz Operation (GO SCOFORUM), Symantec Fifth Generation Systems (GO SYMFGS), Wang Support (GO WANGFORUM), and Zenith Data Systems (GO ZENITH) forums.

Is there a front-end communications program for ZiffNet?

Hay Wai W. Chan
New York, New York

ZiffNet editions of CompuServe Information Manager are available. GO ZIFFSOFT to reach a menu that provides background and ordering options for ZiffNet versions of WinCIM, DOSCIM, and MacCIM.

What happens if I send CompuServe Mail to someone who has just canceled his membership?

Loek Frensen
Santpoort Noord,
The Netherlands

Jeff Fullen, a CompuServe customer-support representative, tells me your original message should be automatically returned to you with an error message reading, "? EMDRNF Receiver not found."

Is there a way to see the index for the German stock market?

Dieter Boll
Mexico City

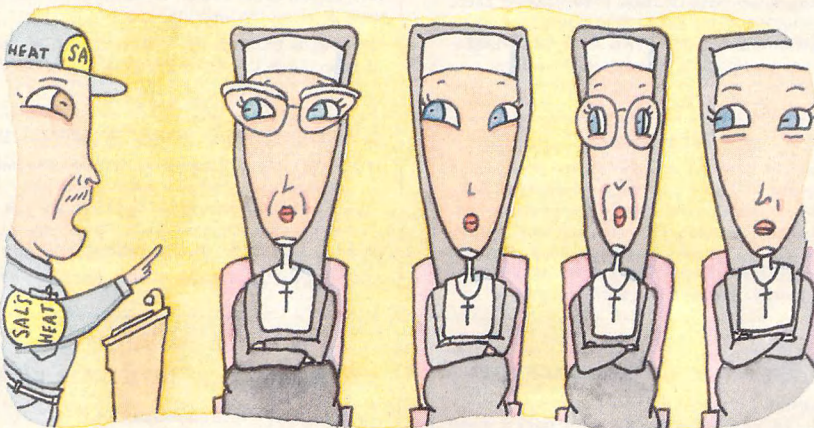
You can get the Frankfurt Stock Exchange (DAX) index online in the database of historical stock data. All you need to know is that the symbol is FFSDI. To use it, GO SECURITIES and select the "Pricing History—1 Issue" option from the next menu. When prompted for an "Issue," enter FFSDI. The system then will ask whether you want daily, weekly, or monthly data and will prompt for a starting and ending date. It will then list the indices for the period you specify. Note that historical quotes are surcharged at a nickel per quote.

Charles Bowen is a contributing editor of CompuServe Magazine, author of CompuServe From A to Z, and co-author of How to Get the Most out of CompuServe, both from Random House.

Send questions to CompuServe User ID number 70007,411. If your question is answered in this column, we'll apply a \$25 connect credit to your CompuServe account.

Mensa® Puzzler

This month's puzzle was submitted by CompuServe member Sean P. Konklin. You'll find the answer in the Mensa Forum's News Flash (GO MENSA).



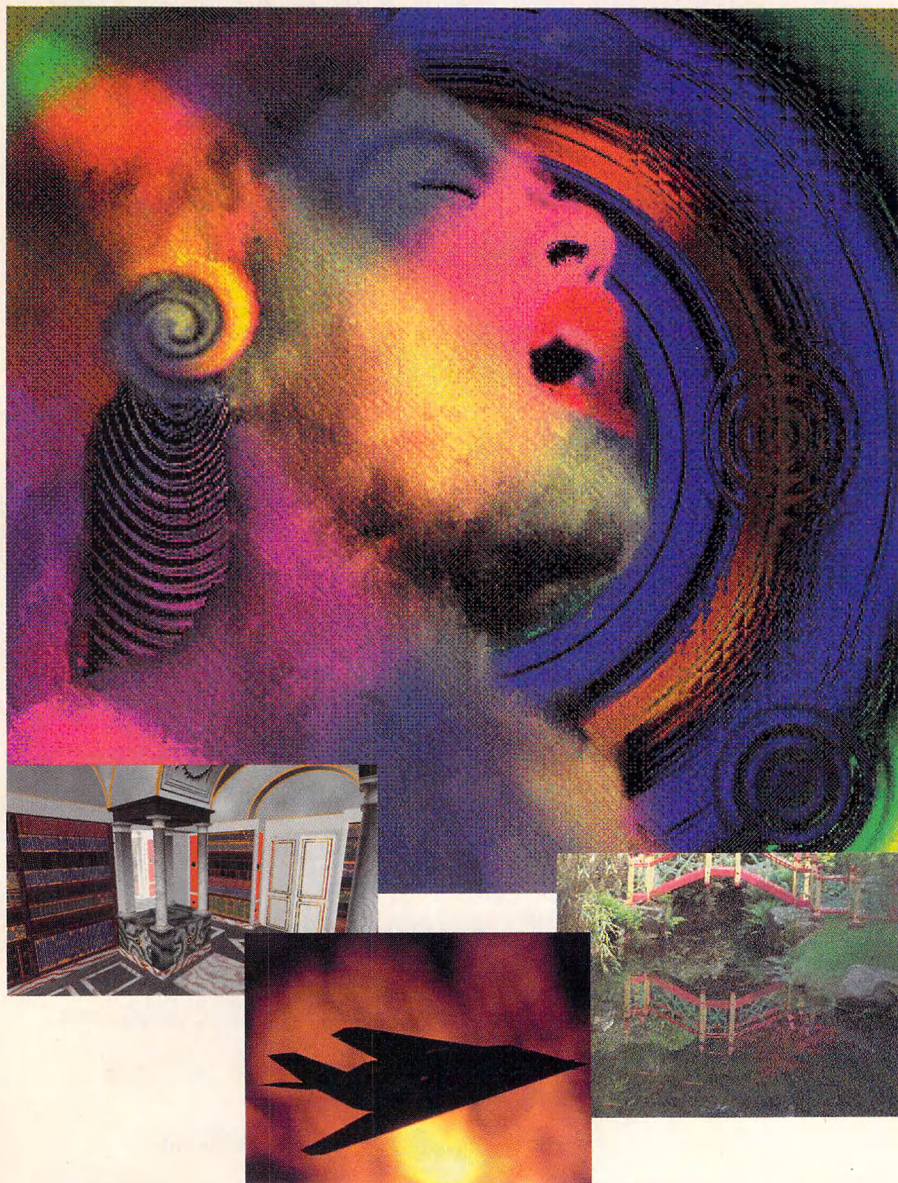
The heating contractor stood before the council of nuns and began his address: "We ___ today that we may ___ our intent to ___ the ___ from radiators to ___. This should prevent ice from forming on the inside of the sanctuary's ___ skylight."

Your challenge: Find six words, all beginning with the same five letters, that fill in the blanks in a meaningful way.

Do you have a Puzzler that you'd like to share with CM readers? Send your entry of no more than five brief puzzles (with answers) to: Puzzlers, *CompuServe Magazine*, P.O. Box 20212, Columbus, OH 43220. Include your full name, address, daytime telephone number, and CompuServe User ID number. Puzzles that are not sensitive to character positioning may be sent by CompuServe Mail to User ID number 76004,3302. If your puzzle is used here, we'll credit \$35 to your CompuServe account.

PAUL FISCH

Graphic of the Month



CM's Graphic of the Month for November is *Billie Holiday*, by Joseph Williams. After creating a sketch, Williams scanned it into Photoshop on his IBM 486 DX266 computer. He then applied KPT filters to the face, created the light in Painter X2, and crafted the background in PhotoStyler. The image is available in the African-American Culture and Art Forum's (GO AFRO) Library 2, "Art and Artists," as file BILLIE.GIF (75,297 bytes). The image resolution is 150 x 150. Williams works as a graphic artist for an advertising agency in Los Angeles and has been producing computer graphics for about three years. His interests include film, philosophy, travel, and "anything to do with Voltaire," he says.

This month's runners-up are *Image From the Interiors CD-ROM*, by Jacek Artymiak, found in the Autodesk Multimedia Forum's (GO ASOFT) Library 5, "Images/Animations," as file LIB2.JPG (286,488 bytes); *Stealth Fighter*, by Roger Fellows, found in the Graphics Corner Forum's (GO CORNER) Library 4, "Cars-Boats-Planes," as file RF027.GIF (200,077 bytes); and *Chinese Garden in Staffordshire*, by John Ogbourne, found in the UK Forum's (GO UKFORUM) Library 18, "England," as file BIDDUL.GIF (156,029 bytes).

If you have a favorite image on CompuServe, consider nominating it as a Graphic of the Month. To do so, simply GO GRFMONT and fill out the online survey. (Please note this is a new nomination process. Do not send nominations via the old method to User ID 76004,716.) If the image you nominate is selected as the Graphic of the Month, you and the image uploader/creator will receive a \$25 CompuServe account credit. Image uploaders/creators are permitted to nominate themselves, but only one \$25 credit is applied to each member.

MEMBER ESSAY

Escape From a Pharmaceutical Scrape

As a businessman, I travel a great deal internationally, always with my PC so that I can send faxes, read and write e-mail messages, and write up meeting notes. I also take two prescription medicines daily, and because my luggage does not always reach my destination at the same time I do, I keep these medicines with me in my briefcase. On a recent visit to the Far East, I checked into the hotel and discovered that the tablets were not in my briefcase—they must have dropped out en route. As soon as the hotel's doctor's office opened, I went to obtain a new prescription. But the doctor did not recognize the names of the tablets that I traditionally purchase at home in Canada. He suggested I contact my family physician to obtain the official medical names. However, it was the start of a long Canadian holiday weekend and I knew I could not make contact until Tuesday morning, Canadian time. The local hospital could not help either.

It was then I recalled CompuServe's Consumer Reports Complete Drug Reference database (GO DRUGS). I promptly found the local CompuServe telephone number, accessed the database, and got a listing of all the commercial and medical names of my medications. Within 30 minutes I obtained the necessary prescription from the doctor, who recognized two of the names, and bought the tablets from a local pharmacy. Not only had the whole task been made much easier than if I had tried to call my family physician, but the cost of using CompuServe was about one-tenth the cost of a call to Canada.

Brian Hampson
Montreal, Canada

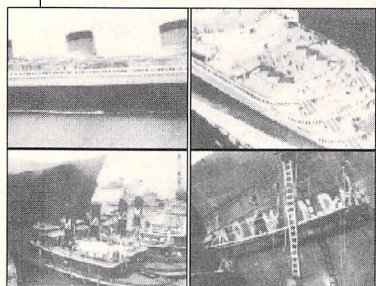
Compete for \$50 worth of connect-time credit in *CompuServe Magazine's* monthly Member Essay contest. Write a 200-word essay describing an original way you've used the Information Service and send it to CompuServe User ID number 76004,3302. Include your full name and address.

UPDATE



Win Music Game

Through the end of November, enter a Geffen Records contest online and qualify to win a copy of Vid Grid (shown above), an interactive CD-ROM game featuring rock music videos from groups such as Aerosmith, Guns N' Roses, and Red Hot Chili Peppers. A moving jigsaw puzzle, the game challenges players to unscramble the screen before the video ends. To enter, answer contest questions correctly. Your name will then be placed in a random drawing for the game. GO VIDGRID



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Visit the Archive Films Forum for access to high-quality, AVI-format videos covering subjects ranging from U.S. and world history to politics, sports, the arts, and current events. Each video has an accompanying GIF thumbnail preview (such as one of the French luxury liner *Normandie* burning in a New York harbor in 1942, shown above) to let you review a video before downloading it. (Please note that video file sizes may be large, thus lengthening download time.) Also, check out the companion Archive Photos Forum. GO ARCFILM, GO ARCHIVE

Read the *Cowles/SIMBA Media Daily*, a leading daily report of news about media companies, trends, and personalities, online. Topics covered include advertising, book publishing, broadcast/cable, new media such as CD-ROMs and interactive television, the Internet, and more. GO MEDIADAILY

Post comments and opinions for the U.S. television show *Last Call* in the Entertainment Drive Forum's Section 14, "Last Call." The late-night show features panelists debating issues from politics to entertainment and social trends. The show's team browses Section 14 and selects messages to appear during broadcast. GO EDRIVE

Download a fully functional 30-day evaluation version of aha! InkWriter 2.0 for Windows from the Pen Technology Forum. A word processor for handwriting, the software gives you editing power without the use of handwriting recognition. Check the forum's News Flash for file name and location. GO PENFORUM

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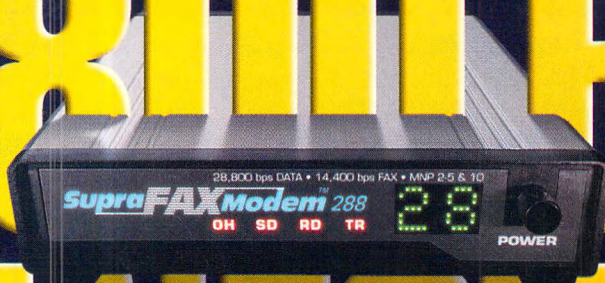
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